91-04987/

GOVERNMENT OF NEWFOUNDLAND AND LABRADOR

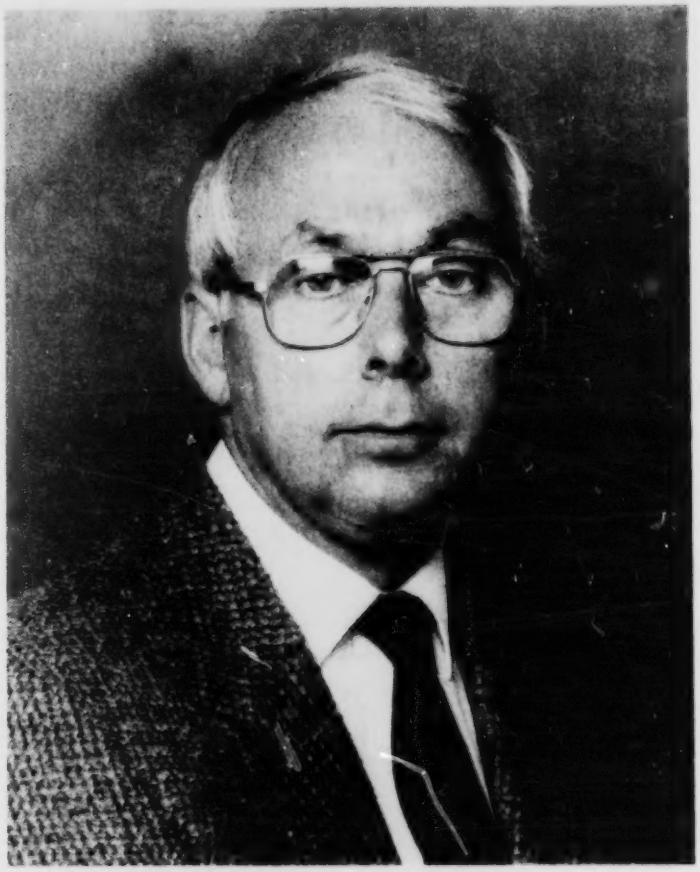
ANNUAL REPORT

OF THE

DEPARTMENT OF SOCIAL SERVICES

FOR THE

FISCAL YEAR — APRIL 1, 1989-MARCH 31, 1990



Published under the Authority of
the Honourable John Efford
Minister of Social Services

GOVERNMENT OF NEWFOUNDLAND AND LABRADOR
DEPARTMENT OF SOCIAL SERVICES
P. O. BOX 4750

Office of
The Minister

ST. JOHN'S
A1C 5T7

Honourable James A. McGrath, P.C., LL.D.,
Lieutenant Governor,
Government House,
St. John's, Newfoundland

Your Honour:

I have the pleasure of submitting herewith the Annual Report of the Department of Social Services for the financial year ending March 31, 1990.

Respectfully submitted,

R. JOHN EFFORD,
Minister

Attach.

GOVERNMENT OF NEWFOUNDLAND AND LABRADOR

DEPARTMENT OF SOCIAL SERVICES

Office of the
Deputy Minister

ST. JOHN'S

Honourable R. John Efford,
Minister of Social Services

Dear Sir:

I have the honour of submitting herewith the Annual Report of the Department of Social Services for the financial year ending March 31, 1990.

Respectfully submitted,

E. Marshall

Elizabeth Marshall, C.A.,
Deputy Minister

Attach.

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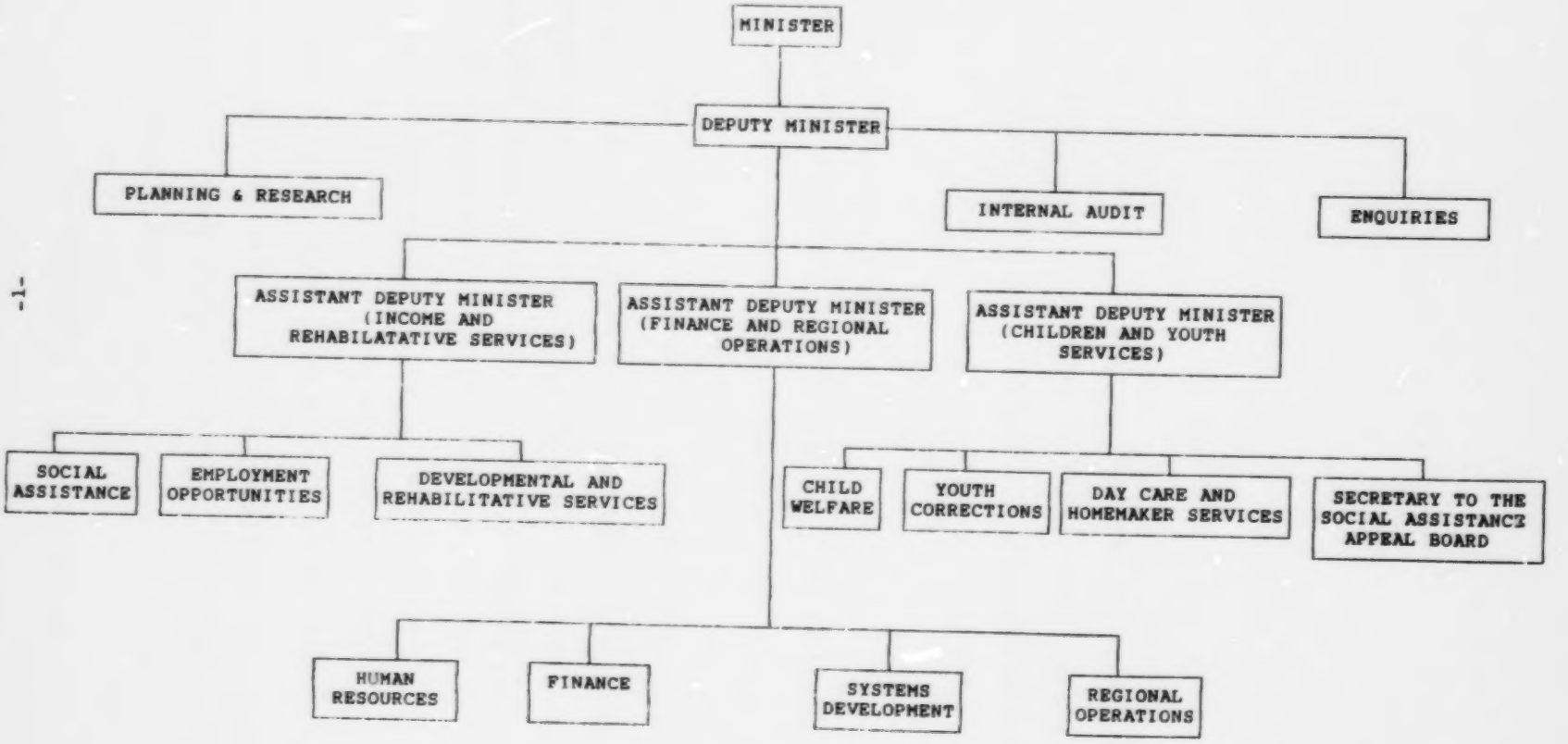
ORGANIZATIONAL CHART OF THE

NEWFOUNDLAND & LABRADOR DEPARTMENT OF SOCIAL SERVICES



INTRODUCTION

This is the seventh Annual Report of the Department of Social Services to be published since 1975. For the intervening years, compilations of statistics and information have been completed.

The Annual Report has a twofold purpose:

1) To account to Government and the general public for the activities of the Department during the year with emphasis on program changes and the underlying reasons for them, and

2) To provide a permanent record of the year's work for future research and teaching purposes aimed at improved services to persons in need.

The Department of Social Services is a province-wide organization with five Regional and fifty-three District Offices throughout the Province. The Department is involved in providing a broad spectrum of Social Services to people in their own communities and in their own homes.

The Department of Social Services is responsible for administering the following legislation:

The Social Assistance Act, 1977

The Social Assistance Regulations, 1984

The Child Welfare Act, Chapter 37 of RSN, 1972

The Child Welfare Regulations, 1981

The Adoption of Children Act, Chapter 36 of RSN, 1972

The Adoption of Children Regulations, 1981

The Day Care and Homemaker Services Act, 1975

The Day Care and Homemaker Services Regulations, 1982

The Young Persons Offences Act, 1984

The Government Reorganization Act, 1973

The Rehabilitation Act, 1978

The Social Workers Registration Act, 1979

The Department of Social Services Act, 1973

The Department is composed of the following main divisions:

1) Social Assistance
2) Employment Opportunities
3) Developmental and Rehabilitative Services
4) Child Welfare
5) Youth Corrections
6) Day Care & Homemaker Services
7) Regional Operations
8) Finance
9) Human Resources
10) Information Systems
11) Internal Audit
12) Planning & Research
13) Enquiries

SIGNIFICANT HIGHLIGHTS

Significant Highlights which occurred during the year in the Department's Branches were as follows:

INCOME AND REHABILITATIVE SERVICES BRANCH

- There was a 4% increase in social assistance rates with effect from 89-07-01.

- As the decentralization of the Social Assistance Computer System continued, thirty-four District Offices and five Regional Offices had computer terminals with "on-line" communication with the main frame at Newfoundland and Labrador Computer Services Limited at year end.

- There was a significant increase in numbers of persons receiving home support services with increased related costs.

- There was a significant increase in the number of refugee claimants arriving at Gander.

- Effective July 1, 1989, the allowable earnings deduction for Day Care (babysitting) expenses to enable recipients of Social Assistance to take advantage of employment opportunities increased from $200.00 per month to $260.00.

- There was a comprehensive review of the Employment Opportunities Program. Recommendations included the formation of a Vocational Services component with services being provided by professional counsellors.

- A positive evaluation of the Employment Enhancement Program was completed by Dr. David A. Macdonald for clients hired during the 1987 - 88 and 1988-89 fiscal years.

- An evaluation of the Supporting Access to Careers Centre was extremely positive of the Centre's efforts and outcomes.

- Exon House was officially closed on 1989-06-30.

- Twenty-six new foster homes were established bringing the total to 97.

- Four new residential projects were initiated for a total of 44.

FINANCE AND REGIONAL OPERATIONS BRANCH

- Ten new Social Worker positions for Developmental Services and five Regional Administrator positions were approved.

- Regional Operations was restructured to improve service delivery.

- An Electronic Data Processing Strategic Plan for the Department was completed. The Department has now embarked on a major systems development project for all programs.

- The regional computer terminal network was expanded.

- An extensive staff training program including areas such as Child Welfare was implemented.

- A bursary program was approved to attract Bachelor of Social Work graduates to coastal Labrador.

- A Finance Division was established to improve the Department's financial services.

- The department commenced a "Model Office" Study of the St. John's West District office in an effort to improve service delivery throughout the Province.

CHILDREN AND YOUTH SERVICES BRANCH

- Twenty-five new Day Care Centres were licensed during the year.

- Fifteen hundred and forty-two families were assisted through the Day Care Subsidy Program.

- A Nursing Consultant was appointed to the Division of Day Care and Homemaker Services in September, 1989.

- Community Corrections Services published its Field Policy Manual containing standardized policies and procedures for guiding and assisting front line social worker staff in working with young offenders.

- A Youth Corrections Consultation Conference was held in November, 1989.

- In order to coordinate consistent Youth Corrections policies and programs between Community Corrections and Secure Custody/Remand, a Consultation Working Group and a Management Consultation Committee was established.

- The Young Offenders Custody Review Board was dissolved effective October 1, 1989, with the duties and responsibilities of the former Board being assumed by the Youth Court.

- The provision of Adult Parole Services and Adult Probation Services by the Department of Social Services was transferred to the Department of Justice.

- Three new Alternative Measures Programs were authorized during the year.

- A Provincial Alternative Measures Grant Program was instituted.

- A central automated information system of Alternative Measures data was developed.

- The Gander Regional Youth Assessment Centre, a seven bed Open Custody Assessment Centre, was officially opened by the Minister on August 31, 1989.

- In recognition of the need for increased administrative capability at each secure custody facility, positions of "Assistant Administrator,

Operational Support" were created for each Youth Centre.

- Both the St. John's Youth Centre and the Whitbourne Youth Centre were designated as places of temporary detention in accordance with Section 7 of the Young Offenders Act.
- Staff Development and Policy Review Committees were established at each facility, coordinated by a management committee at the headquarters level.

- The academic departments of the secure custody and remand facilities were transferred at the end of the fiscal year from the Department of Social Services to the Department of Education.

- Site preparation for a new Provincial Secure Custody Facility at Whitbourne was completed during the year, and construction of the first phase commenced in October, 1989.

- Government announced plans for three Regional Secure Custody and Remand Facilities of 10 to 13 beds each. These will be located at St. John's, Corner Brook, and Goose Bay.

- The hiring of full-time nurses for the Youth Centres greatly enhanced Health Care Services.

- Secure Custody and Remand Services continued to place a great deal of emphasis on resident programming involving community resources. As a result, a number of new programs were initiated.

- The number of reported Child Abuse Cases continued to increase dramatically with 1262 cases being reported for 1989-90.

- Responsibility for the Teaching Homemaker Program, a service to children and families, was transferred to the Division of Child Welfare from the Division of Day Care and Homemaker Services.

SOCIAL ASSISTANCE

OBJECTIVES

Social Assistance is the last line of defense for individuals and families who find themselves in "need" of financial assistance for numerous reasons. The basic objectives of the program are: (1) To ensure individuals and families are protected from falling below a minimally accepted standard of living through the provision of financial assistance to those in need; (2) to assist certain target groups, such as disabled and elderly persons, with extraordinary expenses which will enable them to remain in their own homes.

The main thrust of the program is to strengthen, preserve and maintain family life. Within the program there are many support services, including counselling services, to enable individuals to achieve independence and self-sufficiency, where possible, and to improve general living conditions for families. In addition, the Department's Community Development Program has become a major resource for Social Assistance recipients in finding employment on various community projects.

REASONS FOR ASSISTANCE

The sole determinant of whether individuals or families receive Social Assistance is based on "need" as determined by a needs test. However, there are numerous reasons which cause people to apply for Social Assistance. Basically, when grouped together, they fall into two categories - reasons because of unemployment and reasons other than unemployment.

REASONS BECAUSE OF UNEMPLOYMENT

The unemployed and underemployed have to seek assistance when no alternative source of income maintenance is available and when the income source is inadequate to maintain families. Lack of education and work skills are perhaps the most significant factors which negate employment opportunities among the able-bodied.

REASONS OTHER THAN UNEMPLOYMENT

Within this category there are a variety of reasons why people apply for assistance. There are the physical, mental and socially disabled whose disabilities could be of a temporary or permanent nature. Single parents, because of separation, desertion or divorce, often seek assistance in the absence of the financial provider when maintenance payments are not sufficient to maintain the family. Unmarried mothers and widows also are attached to this group and have the same problems. Others apply for assistance because of age, because they are attending educational institutions, or because the spouse is in a hospital or penal institution. Whatever the reason, able-bodied recipients in particular suffer from public disapproval that affects self-esteem,thus undermining the will and capacity for self-help. The Community Development Program, which provides employment for recipients, has helped to make the methods

of providing Social Assistance more acceptable to the recipient and to the general public.

RESPONSIBILITIES OF THE DIVISION

The Division, through the Director, is responsible for the planning, evaluation, organizing and direction of the Social Assistance Program. These functions require close liaison with Regional Directors in identifying necessary changes and modifications to the program. A close liaison is necessary with field staff, headquarters staff, other provincial government departments, federal departments, private agencies, and the general public. Other tasks involve the preparation of annual estimates for budget purposes for the Social Assistance program, assessing program legislation and policy, and recommending amendments and new legislation.

HOW SOCIAL ASSISTANCE IS PAID

Social Assistance payments are basically approved and delivered by two separate methods: Computer generated cheques, and manually prepared cheques through short-term assistance in district offices.

A. Computer Generated Cheques

This payment system was initially designed for recipients of Social Assistance whose reasons for assistance are other than unemployment. However, during recent years, increased efforts were made to maximize the benefits of the computer by paying people in other categories, particularly able-bodied cases who are expected to be in receipt of assistance for three months or longer. These cases are referred to as Short- Long-Term cases and, unlike long-term cases which are reviewed once yearly, these are reviewed every four months and more frequently when deemed necessary. The payments from the computer method of payment are made by cheque, twice monthly, directly to the recipient from Confederation Building. For March, 1990, there were 14,377 cases paid through the computer system as compared to 12,162 cases for March, 1989.

B. Manually Prepared Cheques

Manually prepared cheques are known as short-term assistance payments. This type of assistance is paid primarily to able-bodied recipients and those recipients in other categories who are likely to be in receipt of Social Assistance for a short period of time. These cheques are prepared by Social Workers and Social Assistance Workers and usually cover a thirty day period; however, payments can cover shorter periods depending on the circumstances involved. In certain cases, payments can be made to a trustee. In addition, this method of payment is used for one time payments for services provided for transportation, house repairs, special needs assistance and any other form of assistance the program makes provisions for.

POLICY AND RATE CHANGES DURING THE YEAR UNDER REVIEW

1. Effective November 1, 1989, the Newfoundland and Labrador Housing Corporation introduced its yearly heat subsidy to pay the cost of

heat for tenants during the period from November to May inclusive. This subsidization made recipients of Social Assistance better able to cope with the high cost of home heating.

2. During April, 1989, a new Social Assistance declaration form was devised to bring uniformity and consistency to the questions asked during the process of completing applications and reviews for computer pay system. It has been found that this form has strengthened and improved the administration of the program and hopefully serves to reduce abuse within the system.

3. Effective January 1, 1990, all Canada Pension Plan Benefits increased by 4.8%. The increase in allowances in this program has the effect of reducing the amounts of Social Assistance payable to Canada Pension recipients who receive supplementary Social Assistance.

4. The decentralization of the Social Assistance Computer System continued during the year under review and, as of March 31, 1990, thirty-four District Offices and five Regional Offices were operational with computer terminals with "on line" interaction with the main frame at Computer Services. The deployment of computer terminals in these thirty-four sites provides for the administration via computer terminals to 85% of the total Social Assistance Caseload.

5. Effective July 1, 1989, the allowable earnings deduction for Day Care (babysitting) expenses to enable recipients of Social Assistance to take advantage of employment opportunities increased from $200.00 per month to $260.00.

6. Effective July 1, 1989, the Government granted a 4% rate increase to recipients of Social Assistance. This increase was applied to all fixed rates within the program including Regular Assistance, which responds to the need for food, fuel, clothing, personal care and household maintenance, utilities, board and lodging, rent and mortgage.

CASELOADS AND COSTS

The table below, which is continued on the following page, shows the combined number of one person units and family units, both short-term and long-term recipients, who received Social Assistance, and the cost for the year ended as compared with the previous four years.

TABLE III

NUMBER OF UNITS - BASIC SOCIAL ASSISTANCE

Average Number of Units Each Month

1985-04-01 to 1986-03-31	20,951
1986-04-01 to 1987-03-31	21,014
1987-04-01 to 1988-03-31	20,579
1988-04-01 to 1989-03-31	19,631
1989-04-01 to 1990-03-01	20,819

Expenditure - Basic Social Assistance

1985-04-01 to 1986-03-31	$ 90,044,000
1986-04-01 to 1987-03-31	101,600,000
1987-04-01 to 1988-03-31	104,300,000
1988-04-01 to 1989-03-31	104,100,000
1989-04-01 to 1990-03-31	117,100,000

TABLE IV

SOCIAL ASSISTANCE CASELOAD

	1988-89		1989-90	
	Able-Bodied Cases	Other	Able-Bodied Cases	Other
April	4,475	14,578	3,916	15,319
May	4,655	15,035	3,904	15,585
June	4,796	14,937	3,898	15,567
July	4,765	15,185	4,127	16,035
August	4,503	14,429	4,409	15,970
September	5,335	15,113	4,721	15,997
October	5,477	14,550	5,283	16,394
November	5,280	14,557	5,050	16,658
December	4,474	14,132	4,402	16,569
January	5,011	15,549	4,650	17,155
February	4,074	15,031	4,017	17,188
March	4,067	15,574	5,054	17,978
TOTAL	56,912	178,670	53,411	196,395

During 1989-90, the caseload experienced a significant increase and it has had a major impact on budget expenditures. There were a number of factors which contributed to this increase.

1. The fishery was a failure in a number of areas throughout the Province.

2. The incidence of single able-bodied persons receiving assistance continues to increase as there were 1,713 single persons in March, 1990 as compared to 1,500 in March, 1989.

3. During this fiscal year there were 2,439 refugee claimants who defected at Gander and applied for immigrant status in Canada, compared to 223 persons in 1988 - 89.

4. There was an average of 300 cases per month of disabled persons requiring Home Care Services in 1988-89 as compared to 500 cases per month in 1989-90.

5. The number of single disabled persons requiring Social Assistance has increased by 300 cases from the previous year. As of March 31, 1990 there were 7100 single disabled persons receiving assistance as compared to 6800 at the end of March 1989.

6. The incidence of single parents requiring Social Assistance continues to increase as there were 6,653 cases at the end of March, 1990 as compared to 6,300 for the same period last year.

The caseload composition of the types of persons who apply for Social Assistance can be found in Appendix A. It is interesting to note that of the total monthly average of 20,819 cases, more than 75% of the caseload is comprised of those persons who receive Social Assistance for reasons other than unemployment; i.e., the disabled and single parents.

The breakdown of the total expenditure for 1989-90 of $117.1 million is contained in Appendix B. More than 80% of the total expenditure provides for basic living allowances for recipients; i.e., Regular Assistance, Rent & Mortgage and Board & Lodging.

The budget allocation for the Social Assistance Program for 1989-90 was $107.9 million; however, the total expenditure ending March 31, 1990 was $117.1 million.

The overexpenditure of $9.2 million can be attributed to the following reasons:

1. The cost of maintaining and providing basic assistance to refugee claimants was $3.8 million.

2. The cost of providing Home Care Services to disabled persons to enable them to remain in their own homes exceeded the budget allocation of $4.2 million by $3.2 million.

3. The increase in the regular Social Assitance caseload, as distinct from Refugee Claimants, accounted for an additional $1.5 million in expenditures.

4. Increases in Special Needs Assistance, Non-Basic Assistance and Transportation accounted for $700,000.

EXPENDITURES FOR HOME CARE SERVICES

The cost of providing Home Care Services to enable disabled individuals to remain in their own home as long as possible has been increasing significantly. In June, 1985, with the approval of Government, provision was made within the Social Assistance Program to provide Home Support Services in the form of Homemaker, Attendant and Respite Care Services through the application of an "enriched needs test". Since the implementation of this program the number of persons and cost increased as follows:

	Monthly Average Cases	Yearly Cost
1985-86	36	$ 193,000
1986-87	100	1,100,000
1987-88	177	2,600,000
1988-89	300	4,137,000
1989-90	522	7,400,000

During March, 1990, 570 persons received home care services, many on a 24 hour per day basis at a monthly cost of $782,000.

REFUGEE CLAIMANT COST

During the year under review, there was a significant increase in the number of refugees defecting at Gander from various countries, particularly Bulgaria, and seeking refugee status in Canada. Throughout the fiscal year, 2,439 refugee claimants entered through Gander with 2,006 of these arriving since January 1, 1990. The total cost of providing services during this fiscal year was $3.8 Million. This situation has had significant implications for program administration relating to the deployment of staff and for program costs.

The following table outlines the cases and cost of providing accommodations, meals and services to refugees:

Refugee Claimant Cost 1988-89

	Refugee Arrivals	Total Cost
April 1, 1988 - March 31, 1989	223	$237,867.00

Refugee Claimant Cost 1989-90

	Refugee Claimant Arrivals	Cost
April, 1989	36	$ 45,518.00
May, 1989	24	59,263.60
June, 1989	35	88,782.50
July, 1989	24	81,268.61
August, 1989	41	100,931.49
September, 1989	52	92,200.61
October, 1980	55	131,361.61
November, 1989	86	165,104.95
December, 1989	80	267,653.38
January, 1990	124	359,041.03
February, 1990	869	627,783.04
March, 1990	1,013	1,741,749.67
TOTAL	2,439	$ 3,760,658.49

As of March 31, 1990, there were 2,106 refugees in the Province and receiving assistance through the Social Assistance Program.

The immigration process involves three stages: the examination stage, a first level hearing before the Immigration Board and a second level hearing before the Refugee Board. The processing time increases as the number of refugees increase. During the first part of this year, the completion of this process averaged 4-5 months. However, after January, 1990, with the significant increase in the number arriving, the immigration processing time increased.

The provision of services to refugees from the Social Assistance Program is limited to the provision of accommodations, meals, personal allowances and transportation. As of March 31, 1990, there were 2,106 refugees on the Social Assistance caseload. Sixteen hundred refugees were in hotels and 506 were placed in apartments by the Association of New Canadians. The average monthly cost per refugee in a hotel is $1,100.00 while in an apartment it is $675.00.

HOUSING

The primary concern of the Department continues to be the provision of emergency housing for needy persons. This limitation is influenced by the provision of the Canada Assistance Plan Agreement, whereby cost-sharing is restricted to limited types of assistance.

Assistance is provided as follows:

1. Rent up to $350 a month for a family living in a rented house or apartment.

2. Payment of mortgage, including interest and principal, up to $350 a month.

3. Materials and labour to repair houses owned by needy persons in receipt of Social Assistance in emergency situations.

4. The responsibility for the purchase of houses has been transferred to the Newfoundland & Labrador Housing Corporation.

5. Recipients requesting house repairs must first apply to the Residential Rehabilitation Assistance Program (R.R.A.P.) for eligibility for assistance from this Program. Only extreme emergencies are addressed in the interim.

The following table shows a breakdown of housing assistance provided during the past fiscal year as compared with the previous fiscal year:

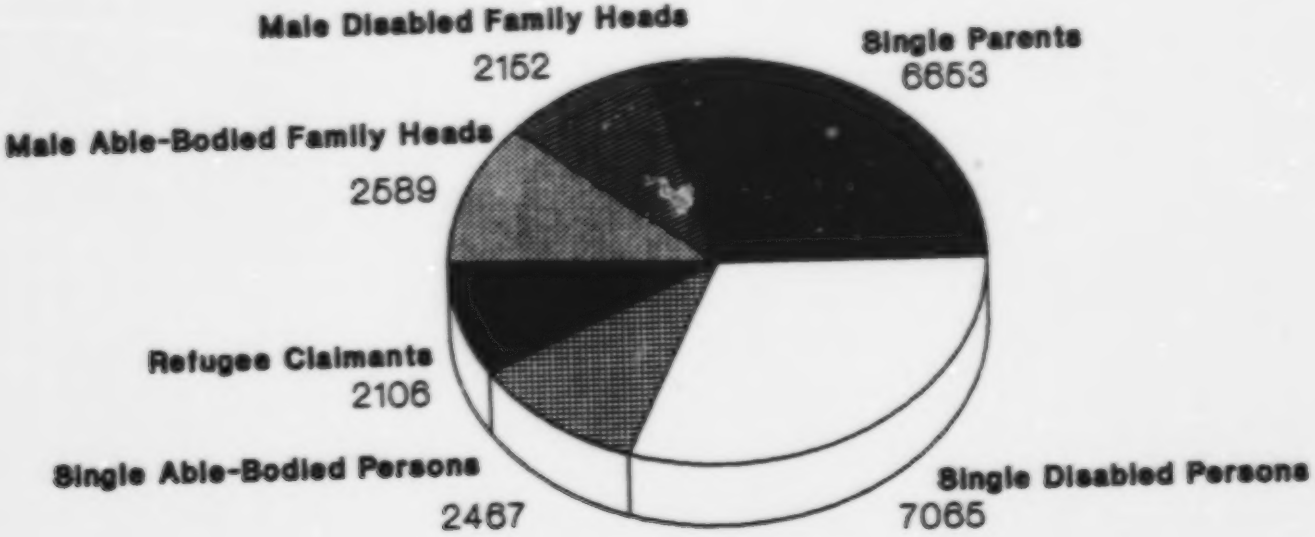
TABLE V

	COST	
TYPE OF HOUSING ASSISTANCE	1988-89	1989-90
Rent and Mortgage	$ 17,700,000	$19,400,000
Repairs including labour	$ 1,030,000	$ 967,000

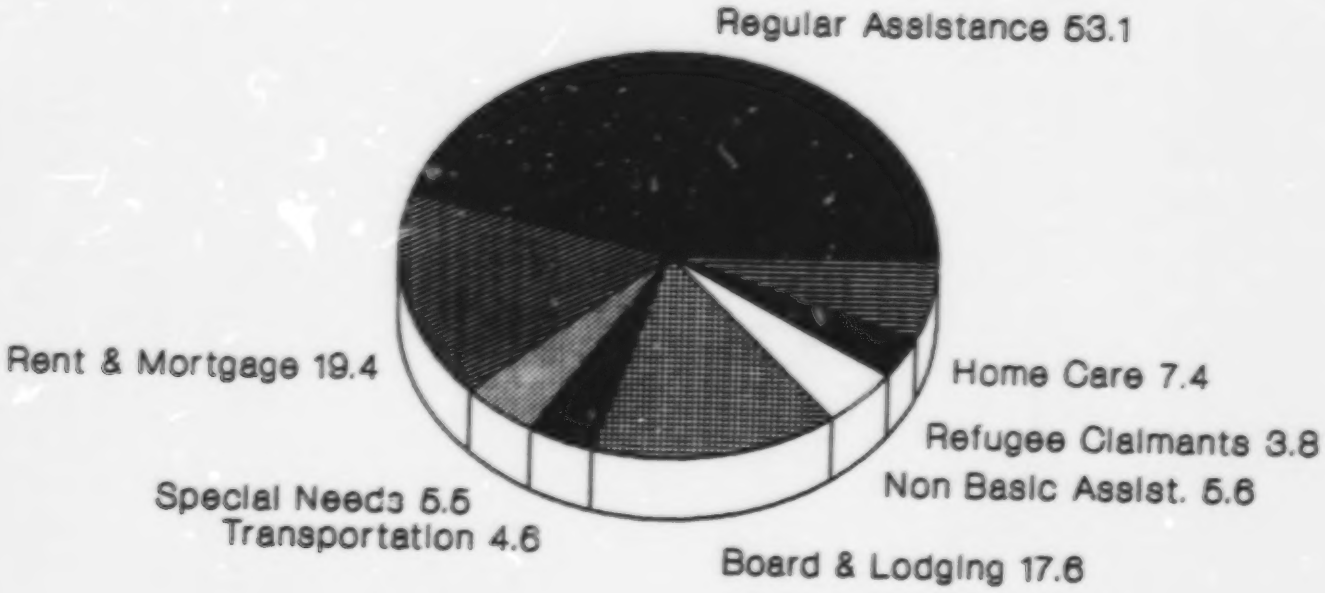
It should be noted from the preceeding table that there was a substantial increase in the rent and mortgage expenditure as compared with the previous fiscal year. This increase is due to the increased caseload and the fact that more and more persons seeking assistance have rent or mortgage needs. There also has been a decrease in the amount of housing assistance from the previous year as intervention was limited to strict emergency situations only and all applicants were referred to the R.R.A.P. Program of Newfoundland and Labrador Corporation.

Social Assistance Caseload
March 31, 1990

23,032



SOCIAL ASSISTANCE DISTRIBUTION
Expenditures for 1989 - 90



Total Expenditure 117.1 Million

EMPLOYMENT OPPORTUNITIES

The Employment Opportunities Program was created as a Division of the Department of Social Services in July, 1972. The need for a program to promote and enhance the employability of Social Assistance recipients became evident during the late 1960's in response to a significant increase in the rate of unemployment and a subsequent increase in the need for, and dependency on, Social Assistance throughout the province. It was also recognized that recipients of Social Assistance were ready, willing, and able to work but required job experience and a recent work history to remain competitive in the labour market.

The program was initially established to provide counselling service and job search techniques which would lead to job finding and placement. This was done by mobilizing the services to a selected number of Social Services staff who utilized available resources of the community and the various government departments. Although initial efforts produced favourable results, the recognition of the need to provide clients with an actual work experience, which would complement the job counselling and motivational services, led to the creation of a Community Development Program during the 1975-76 fiscal year. The addition of this new program permitted the use of direct funding to pay salary and selected operating costs which offered an opportunity to place clients into actual work situations.

The mandate of the Division is to provide meaningful training and employment opportunities for Social Assistance recipients through the efficient and effective utilization of federal/provincial government and employment programs, as well as community and departmental resources.

It is felt this mandate will also allow for the development and promotion of beneficial agency and community activities. In line with the primary purpose for the creation of the Division, the following objectives are considered to be attainable:

A. The re-integration of social assistance recipients into the work-force.

B. The improvement of social-economic conditions in depressed areas of the province due to long term unemployment.

C. Cooperation with other government departments (provincial/federal), communities and organizations in combatting the effects of unemployment.

COMMUNITY DEVELOPMENT

The Community Development Program showed a reduction in the number of persons employed from the previous fiscal year. The total expenditure for the fiscal year 1989-90 was $26,430,660, which amount includes carryovers for 1988-89 and the related salary and operating expenses for the 141 support staff (i.e., Financial Assistance Officers, Employment Opportunities Field Workers and clerical support staff) throughout the province in regional and district offices. A total of 9696 persons were employed on 1085 projects. Tables I and II illustrate the project activity on a provincial and regional basis during the fiscal year.

TABLE I

PROVINCIAL

April 1, 1989 - March 31, 1990

	Job Placements	No. of Projects	Expenditures Salaries	Operating
Community Development Projects 1	5974	550	$15,591,211	$441,167
Regional Services Projects 2	882	123	3,694,230	105,593
Social Assistance Projects 3	1183	144	3,490,812	295,137
Staffing	141	2	2,628,133	184,377
Carryovers from 1988-89	1516	266		
Total	9696	1085	$25,404,386	$1,026,274

Grand Total $26,430,660

1. Community Development Projects are developed in partnership with community groups. Activities promoted in this category include a broad range of unskilled and semi-skilled labour such as basic carpentry, community clean-up and maintenance of recreation facilities.

2. Regional Services Projects are developed to create jobs which will support professional social services staff in delivering the Department's overall mandate to residents of the Province. These include support staff in the district, regional and provincial offices, home care workers to provide basic housekeeping/handyman and companionship duties to the elderly and handicapped, and respite services to families when needed.

3. Social Assistance Projects relate to providing services and assistance to meet specific needs of persons who have shown eligibility for services in accordance with the regulations and policy governing the Social Assistance program. Activities may include home repairs, production of clothing, knitted goods, bedding for distribution to those in need, and furniture construction and repairs.

TABLE II-A

REGIONAL

April 1, 1989 - March 31, 1990

St. John's Region	Job Placements	No. of Projects	Expenditures Salaries	Operating
Community Development Projects	1258	161	$4,970,884	$196,017
Regional Services Projects	443	38	2,825,883	121,759
Social Assistance Projects	296	39	1,211,147	141,620
Carryovers from 1988-89	655	80		
Total	2652	318	$9,007,914	$459,396

Grand Total $9,467,310

TABLE II-B

REGIONAL

April 1, 1989 - March 31, 1990

Eastern Region	Job Placements	No. of Projects	Expenditures Salaries	Operating
Community Development Projects	1625	125	$3,870,921	$ 86,796
Regional Services Projects	131	21	1,037,643	51,898
Social Assistance Projects	178	28	475,282	30,521
Carryovers from 1988-89	267	47		
Total	2201	221	$5,383,846	$169,215

Grand Total $5,553,061

TABLE II-C

REGIONAL

April 1, 1989 - March 31, 1990

Central Region	Job Placements	No. of Projects	Expenditures Salaries	Expenditures Operating
Community Development Projects	1669	137	$3,184,623	$ 97,315
Regional Services Projects	279	38	1,390,277	58,465
Social Assistance Projects	147	21	393,251	19,882
Carryovers from 1988-89	247	65		
Total	2342	261	$4,968,151	$175,662

Grand Total $5,143,813

TABLE II-D

REGIONAL

April 1, 1989 - March 31, 1990

Western Region	Job Placements	No. of Projects	Expenditures Salaries	Expenditures Operating
Community Development Projects	1096	87	$2,287,576	$ 58,829
Regional Services Projects	146	23	781,767	40,583
Social Assistance Projects	541	53	1,351,120	102,535
Carryovers from 1988-89	263	49		
Total	2046	212	$4,420,463	$201,947

Grand Total $4,622,410

TABLE 11 - E

REGIONAL

April 1, 1989 - March 31, 1990

Labrador Region	Job Placements	No. of Projects	Expenditures Salaries	Operating
Community Development Projects	326	40	$1,277,207	$ 2,210
Regional Services Projects	24	5	286,793	17,265
Social Assistance Projects	21	3	60,012	579
Carryovers from 1988-89	84	25		
Total	455	73	$1,624,012	$20,054

Grand Total $1,644,066

EMPLOYMENT ENHANCEMENT PROGRAM

This is the fourth year of the Canada/Newfoundland Social Assistance Recipient Agreement signed on August 28, 1986. The agreement was originally approved for three years but was extended to include the 1989-1990 fiscal year. Although the Agreement provided for an equal contribution of funds, the actual allocation of monies to Federal and Provincial projects was negotiated for each of the four years of the Agreement. This resulted in the province delivering 65% of funds in 1986-1987, 56% in 1987-1988, and 50% in 1988-1989 and 1989-1990.

This agreement requires a four-cornered approach with input from two federal departments: Health and Welfare Canada and the Canada Employment and Immigration Commission; and two provincial departments: Social Services and Education.

Project duration has been from a minimum of sixteen weeks to a maximum of fifty-two weeks with the average length of each project being twenty-six weeks. The combination of training and work experience worked as well and a number of participants have gone on to employment or further training. The new Community College system serving the province has been instrumental in designing and delivering a number of training components.

Under the Employment Enhancement Program, efforts have been towards developing projects and training directed towards expected or actual job vacancies in the private sector. These projects seem to achieve the best possible results as participants are aware of the upcoming employment opportunities and make every effort to take advantage of the training offered to ensure they have a chance of getting a regular job.

The cooperation received from Employment and Immigration Canada, from field staff to senior management personnel, has been exceptional.

Federal and Provincial agencies have worked as a team to ensure the best possible coordination and program development.

During the year under review, a total of $ 8,450,239 was provided for the employment and training of Social Assistance recipients with the province spending $ 4,212,121. The federal share through Canada Employment and Immigration Commission was $ 4,238,118. The total number of jobs created through provincial funding was 1031 and 380 through Canada Employment and Immigration for a grand total of 1411 jobs.

Table III will illustrate the involvement of both levels of government during the fiscal year.

TABLE III-A

EMPLOYMENT ENHANCEMENT PROGRAM

April 1, 1989 - March 31, 1990

Provincial

Region	Projects	Job Placements	Expenditures Salaries	Operating
St. John's	22	187	$1,161,764	$166,153
Eastern	18	162	530,774	544,770
Central	13	226	302,118	154,967
Western	4	50	355,506	114,544
Labrador	6	29	62,220	9,403
School Support Staff (Provincial)	2	377	790,201	19,702
Total	65	1031	$3,202,583	$1,009,539

Grand Total $4,212,121

TABLE III-B

EMPLOYMENT ENHANCEMENT PROGRAM
April 1, 1989 - March 31, 1990

Federal

	No. of Projects	Job Placements	Expenditures Salaries and Operating
Job Development	9	71	$ 743,515
Job Entry/ Re-entry	10	133	1,477,612
Severely Employment Disadvantaged	13	176	2,016,991
TOTAL	32	380	$ 4,238,118

ADMINISTRATION

The Division's staff, as of March 31, 1990 consisted of five permanent staff including the Director, Assistant Director, Accountant, Payroll Supervisor, and one Word Processing Equipment Operator I. The position of Provincial Coordinator was made redundant with the duties shared by the Director and Assistant Director. Fourteen temporary staff were responsible for the completion of administrative and payroll duties within the Division.

An additional 141 temporary positions ensured the effective delivery of the program throughout the province in the various regional and district offices. Salaries for these positions are provided from the special projects funding of the Division.

The Department's efforts to computerize the operations of the Employment Opportunities Division are well under way and will entail registration and payroll functions in the first phase. An automated registration and caseload identification procedure will greatly impact on the field workers at the District Offices while the computerization of the payroll process will result in major improvements for the Headquarters staff within the Division of Employment Opportunities.

DEVELOPMENTAL AND REHABILITATIVE SERVICES

The Division of Developmental and Rehabilitative Services continues to operate with a commitment to maintain a community-based service delivery system which is based on the principles of social role valorization and integration.

DEVELOPMENTAL SERVICES

The 1989-90 fiscal year saw the closure of Exon House. This represented the culmination of extensive planning and efforts over a number of years by personnel within the Division of Developmental and Rehabilitative Services through the Regional and District systems and with cooperation from community groups. On March 31, 1989, ten individuals remained in this institution and by June 19, 1989 all had moved to less restrictive community residential alternatives.

The closure of Exon House further consolidated the Division's commitment to the establishment of a community-based service system. It also represented a new set of goals to further enhance the programs which allow for a high degree of quality in community living for individuals with developmental delays.

The Divisional programs that are utilized on an on-going basis to assist in community funding are indicated below with a summary of activities for the 1989-90 fiscal year.

DIRECT HOME SERVICES PROGRAM

The Direct Home Services Program provides an in-home based, early intervention parent training program to parents with children having developmental delays. The program, delivered through weekly home visits, provides service to developmentally delayed children from birth to school entry age or until the child has successfully prepared for a more advanced educational program. Any child is eligible for the program when functioning significantly below his age level in any of five developmental areas: Cognition, self-help, motor, language and socialization.

As of April 1, 1989 the provincial caseload for the Direct Home Service Program consisted of 171 families. There were sixteen Child Management Specialists in thirteen offices with five positions vacant. On March 31, 1990 there were sixteen Child Management Specialists in thirteen offices with four vacancies. At year end the provincial caseload was 207 families.

During the fiscal year 1989-90 the Direct Home Service Program continued to provide service via part-time Child Management Specialists. In the St. John's Region, two such workers were utilized, and one was utilized in Woody Point, Bonne Bay.

In addition, three Early Intervention Workers were utilized to provide support in two Districts of the province. A total of twelve families are served through this mechanism. These Early Intervention Workers function under the close supervision of a full time Child Management Specialist.

COMMUNITY BEHAVIORAL SERVICES PROGRAM

The primary mandate of this program is to deliver behaviour management services to developmentally delayed individuals and their families. Individually tailored programs are designed so as to train the person, and significant others in the person's life, to gain functional control over maladaptive behaviour which may be threatening the continuance of a day program or residential option.

During 1989-90 the Community Behavioural Services Program continued to be actively involved with the Residential Alternatives' Program. It is acknowledged that Behaviour Management Specialists provide critical support to group homes and other residential facilities. During the past year, Community Behavioral Services Program personnel contributed significantly to initial and ongoing training of group homes staff and development of individual program plans for residents.

This program is comprised of a Co-ordinator, and seventeen Behaviour Management Specialists.

As of March 31, 1990 a total of 210 individuals and families were in receipt of active program support from Community Behavioral Services. There were sixteen staff positions filled with one vacancy. During the year 1989-90 a total of 396 individuals received service from the Community Behavioral Services Program.

A second component of this program is the Developmental Group Home, which provides twenty-four hour per day behavioral programming and skill teaching to individuals whose present behavioral problems preclude placement in a regular group home or foster home and to those individuals whose behavioral problems are such that continued living at home is in jeopardy. Individuals remain in the Developmental Group Home for a period of 12-18 months in preparation for a move to a less restrictive living option, or a return to their own home.

The home has a maximum capacity for five individuals and staff is comprised of a Co-ordinator, one Lead Counsellor, and seven full-time Counsellors supplemented by part-time staff.

As of April 1, 1989, the Developmental Group Home was serving four individuals. During the year, one resident moved to a less restrictive living environment and one person from Exon House moved in, leaving a year-end total of four persons.

RESPITE CARE

The Respite Care Program provides both short and long term relief to families who have developmentally delayed sons or daughters living at home.

Short-term Respite (usually an afternoon or evening per week) is delivered by full-time and/or part-time workers. These staff provide assistance to family members in their own homes or help them participate in community activities. During 1989-90, approximately 250 families received support from the Respite Care Program via the provision of short term respite.

Long-term Residential Respite is available on a limited basis in

various residential respite homes throughout the province. These homes are licensed to accommodate up to two individuals to a maximum of four weeks. During 1989-90 a total of 150 families received long-term respite, some of which was provided in other residential options such as Group Homes, and/or Developmental Maximization Units.

As of March 31, 1990, the staffing complement of the Respite Care Program consisted of twenty-one full time staff, two half-time positions, as well as five districts being serviced through a fee for service arrangement administered by a community agency. At the end of 1989-90 there were five positions vacant. All positions within the Respite Care Program are filled on a temporary basis.

EXON HOUSE

Exon House is a residential facility which provided care and accommodation to young adults with identifiable developmental delays. This facility has been in active phase out since 1982-83, and has witnessed its population reduce from a high of approximately 130 residents, to a population of ten persons on April 1, 1989. As alternate residential options became available within the community through the development of group homes and foster homes, all remaining residents moved allowing the projected closure date of June 30, 1989 to be met.

The total of ten discharges during the fiscal year 1989-90 occurred as follows: six individuals to group home care, two individuals to Alternate Family Living, one to the Developmental Maximization Unit, and one to a Co-operative Living Arrangement

RESIDENTIAL ALTERNATIVES

This program area provides various types of living options to many persons living with a developmental delay who need to be supported in their daily living. It is broken down into a number of sub-areas: Developmental Maximization Units, Co-operative Apartments, Alternate Family Living (Foster Homes) placements and Group Homes.

At the beginning of the fiscal year, considerable attention was given to ensuring that an adequate transition occurred for residents moving from Exon House. With the success of this endeavour, attention shifted to the enhancement of the Program through increased monitoring of administrative and program related activities.

Development was noted in the Special Foster Home Program with an increase in the number of homes being licenced. The Welfare Institutions Licencing and Inspection Authority also became involved in the Program in order to establish quidelines for licencing of Special Foster Homes.

A summary of activities in the various components of Residential Alternatives Program are outlined below.

Developmental Maximization Units

The Developmental Maximization Units provide accommodations to medically fragile, multi-handicapped individuals. Due to the stimulating environment, reduced resident numbers, and trained staff, these units are better able to afford each resident a developmental program based on his or her specific developmental needs.

As of April 1, 1989, there were two units in operation, at Springdale and Old Perlican, providing accommodations to six and eight individuals respectively. As of March 31, 1990, these figures remained the same.

Co-operative Apartments

As of April 1, 1989, there were fourteen Co-operative Apartments in operation, with a total resident population of seventeen persons. Each apartment serves as a home for one to three developmentally delayed adults, and is staffed by one Supervisor/Counsellor and relief staff.

The individuals in these apartments require a much less restrictive living option than that provided by a Group Home but still need daily supervision and instruction in more advanced daily living skills. All individuals who reside in these apartments attend a full day program five days a week, (either vocational or employment). As of March 31, 1990, there were twenty-seven young adults living in twenty Co-operative Apartments.

Group Homes

The Group Home Program was comprised of twenty-four Homes at the beginning and end of the fiscal year. The total number of residents of eighty-six at the beginning of the fiscal year was reduced by one resident by March 31, 1990.

The decision to establish a Group Home in Clarenville was overturned in 1989-90 to remain consistent with the Division's emphasis on less restrictive residential options. Seen as one of the primary vehicles used to close Exon House, no further development (in terms of establishing new homes) in envisaged.

ALTERNATE FAMILY LIVING/FOSTER HOMES

During the past year, the Special Foster Home Program provided Alternative Family Living for 140 individuals, the majority of whom were young adults. Funding for Special Foster Homes has been provided mainly through the Division of Developmental and Rehabilitative Services for children up to eighteen years of age, or twenty-one years if in extended care of the Director of Child Welfare. A small percentage of funding for children is provided through the Child Welfare Division. In February, 1990, all homes previously designated to transfer from the Child Welfare Division to the Developmental and Rehabilitative Services Division were officially transferred. For those individuals eighteen years or older (unless in extended care) the Social Assistance Division provided funding under its Enriched Needs Program.

At year-end, there were ninty-four homes providing support to 137 residents. This represented an increase from April 1, 1989 at which time there were seventy-one homes with a total of 112 residents.

SPECIAL CHILD WELFARE ALLOWANCE

This program is specifically designed to provide financial assistance to families with developmentally delayed children. Its intent is to offset the costs of those additional services or supports which are required as a result of the specific delay of the child.

During 1989-90, eligibility for assistance through this program continued to be determined via the application of the Enriched Needs Test. Approval authority was vested at the District Office level, up to a maximum of $396 per month. An additional $1,000 per month could be approved by the Regional Director if the situation so warrants. Requests for assistance through this program in situations where no eligibility existed, or where the need exceeded the various approval levels, were forwarded to the Divisional Director for consideration and possible approval.

During the fiscal year 1989-90, a total expenditure of approximately $750,000 occurred in this program area with approximately 200 families receiving support throughout the year. A total of $92,500 was issued directly from headquarters to cover such items such as special diets, nursery school fees, etc. In addition, $657,500 was expended from the local office to cover irregular costs such as medical transportation, in-home supports, special equipment, etc.

SOCIAL ASSISTANCE (SPECIAL NEEDS)

This funding source has been used in instances where a family is in receipt of social assistance, or a developmentally delayed adult is entitled to such assistance in his own right. This program area has been used to purchase various forms of support, (such as respite, teacher/companions, special apparatus, etc.). It has also been used to continue to pay special foster home rates on behalf of individuals who are older than twenty-one years of age. In addition, the special needs provisions of the Social Assistance Program have been used to support individualized living arrangements on behalf of young adults.

SUMMARY

The highlight of the year was the closing of the province's only institution for persons with developmental delays. This represented a point in which additional energy was directed to the further enhancement of community-based services and less restrictive residential alternatives.

In general, a significant increase in services was noted in all programs. This was partially attributable to the improvement in staffing ability in comparison to the preceding year. Continued efforts were on-going to identify areas requiring fortification and development in order to maximize quality in community living.

It is anticipated that program implementation will become more efficient with the formal adoption of the Policy Manual of the Division of Developmental and Rehabilitative Services in 1990-91.

REHABILITATIVE SERVICES

The Department of Social Services delivers rehabilitative services to persons with mental and physical disabilities throughout the province. The legal mandate is vested in The Act Respecting the Rehabilitation of Disabled Persons. The purpose of the Act is to provide the means whereby disabled persons can realize their maximum potential as individuals.

The sole criterion for entry into the rehabilitation program is determination that the applicant is a "disabled person". The Provincial Act Respecting the Rehabilitation of Disabled Persons describes a disabled person as "a person who, because of physical or mental impairment, is prevented from taking a proper place in the economic and social life of the Province".

Rehabilitative services provided to disabled persons through the auspices of the Division of Developmental and Rehabilitative Services are determined by a process of evaluation and assessment. Services are provided in response to the needs and wishes of the individual client.

Vocational and Employment Services provided under the Act are cost shareable with the Federal Covernment under the authority of the Vocational Rehabilitation of Disabled Persons Agreement (VRDP). The main areas of program responsibility in Rehabilitative Services include:

(i) Individual Rehabilitative Services on behalf of persons who have mental and/or physical disabilities.

(ii) Pre-Vocational and Employment Programs on behalf of persons who have a developmental delay and are living in the community.

(iii) Administration of the Department's Grants to Private Agencies Program.

PROGRAM DEVELOPMENT (89-90)

A. GENERAL

The new Division of Developmental and Rehabilitative Services has evidenced change in the provision of services on behalf of persons with disabilities. The Rehabilitative Services mandate has increased to include service coordination on behalf of individuals who have complex, challenging physical needs. The General Service Plan process was introduced and extra financial resources were made available to ensure continued community presence on behalf of individuals with special needs. Staff training was done in General Service Plan processes for field staff. In addition a meeting was held with Regional Directors and Assistant Regional Directors for the purpose of explaining the expanded mandate and addressing pertinent issues. A similar meeting was held with Regional Social Work Program Coordinators.

The Division was increasingly involved in the area of family violence throughout 1989 - 90 . A position of Provincial Consultant on Wife Abuse was assigned to the Division and classification was initiated regarding the position. It is expected the position will be filled early in the next fiscal year.

Emphasis was placed on refining administrative procedures. The Rehabilitation Appeal Board was established and development continues towards establishment of Regulations to the Rehabilitation Act. Furthermore, clerical duties were defined with the addition of clerical personnel towards year end.

There were meetings held with many organizations involved in

advocacy and service provision on behalf of persons with disabilities. The purpose of the meetings centred on explaining the concept of the expanded Division and providing an opportunity for agencies to identify issues of concern to the Department.

B. PROGRAM AREAS:

1. Individual Rehabilitative Services

District Office Social Workers provided rehabilitative services to more than 1300 persons with disabilities in 1989-90 (See Table 1). The Social Worker assists consumers through Vocational / Employment Counselling , disseminating information regarding available support services , preparing individual requests for presentation to the Training Selection Committee and providing assistance with service coordination. Vocational / Employment services include the provision of funding for training, restorative services, and tools and equipment.

There was an increase in the number of persons receiving rehabilitative services in 1989-90. This increase was particularly noted on behalf of consumers who have learning disabilities, developmental delays or multiple disabilities. (See Table 1). Expenditures in vocational services continued to increase in 1989-90 as (i) more individuals opted to attend university or private colleges (ii) individuals who have developmental delays were being provided with service in the community and (iii) more requests for special equipment were received.

The Training Selection Committees continued to meet on a regular basis in 1989 - 90 for the purpose of approving in principle individual requests for services cost shared under the Vocational Rehabilitation for Disabled Persons program. A Provincial Workshop was held in March for the purpose of ensuring a consistent approach to the delivery of rehabilitative services throughout the province as well as providing pertinent education to this group. The Training Selection Committee guidelines were accepted at this meeting and will be in use for next year.

The Rehabilitative Services Review Committee continued to meet in 1989-90. This year saw the committee review its mandate as well as deal with pertinent issues regarding the delivery of individual service. Representatives from the Committee made a presentation to the Training Selection Committee members at the provincial conference. The presentation was centred on updating recommendation implementation from the Vocational Rehabilitation Program report.

11. PRE-VOCATIONAL AND EMPLOYMENT PROGRAMS FOR INDIVIDUALS WHO HAVE A DEVELOPMENTAL DELAY.

Vocational options for persons with a developmental delay include: (a) Supported Employment Programs; (b) Work Oriented Rehabilitation Centres; (c) Pre - Vocational Training Centres; (d) Skill Development Programs.

(a) Supported Employment Program

Supported Employment is an innovative, individualized and practical approach to meaningful employment on behalf of persons with developmental

disabilities. The Supported Employment Program is based on the belief that adults living with developmental delays can and should work, and should be afforded individualized employment opportunities designed to meet individual needs and support requirements.

Eleven Supported Employment Programs were operational during 1989-90. (See Table III). The St. John's Program came on stream during March 1989, thereby bringing the number of programs that the Division provides with 100 % funding to ten. The Gander program receives its operating grant from the Federal Job Development Program with Co-worker funding being received from this Division.

Supported Employment Programs operate under the auspices of Local Chapters of the Newfoundland Association for Community Living. The program is delivered through the duties and responsibilities of an Employment Placement Co-ordinator. The Co-ordinator locates potential employment situations, matches the client to the position, recommends required employment support services, co-ordinates individual employment services, assists in selection of Job Trainers and provides supervision to Job Trainers.

Supported Employment Programs are provided with basic operating grants from which they pay the wages of an Employment Placement Co-ordinator, and operating costs, such as telephone, travel, and training expenses. During 1989-90, they where provided with funds to purchase a professional accounting service to provide an audited financial statement.

Eight of the eleven Supported Employment Programs operated with one staff position, the Employment Placement Coordinator. The Federal Job Development Program provided funding to three Community Employment Corporations. The Community Employment Corporation in Gander is funded 100% by the Federal Program whereas the Corporations in Stephenville and Port-aux-Basques receive Federal and Provincial funding. This allowed these three Corporations to employ a Manager who could facilitate the development of economic and business opportunities that are appropriate for persons with developmental disabilities.

There were a total of ninety-eight individuals working in Supported Employment positions during the year. This represents a 36 % decrease in the number of positions when compared with 1988-89. This decrease is attributed to the late start of the Supported Employment Program in 89-90.

As can be seen from Table III, District and Regional staff have continued to assume responsibility for a number of Supported Employment Placements.

Toward the end of the fiscal year contract negotiations began between the Bay St. George Community Employment Corporation and its employees. This is the first union contract involving Supported Employment Co-workers in the Province.

The first Provincial Conference on Supported Employment was held in Corner Brook from March 5-7, 1990. This was the first occasion where representatives of each Supported Employment Program, and Department personnel, came together to discuss the issues relevant to Supported Employment. The conference was considered to be a success by all participants and another is tentatively planned for 1990-91.

(b) Work Oriented Rehabilitation Centres

Three Work Oriented Rehabilitation Centres operated throughout 1989-90. These Centres are located in St. John's, Lewisporte and Corner Brook.

The Work Oriented Rehabilitation Centre in St. John's is operated by the Vera Perlin Society. It had thirty-four clients working at individual job sites, forty-six people received training and fifty-seven individuals worked on projects funded through Federal and Provincial government grants. Eight other clients enrolled in this program received their training in a W.O.R C. classroom at the Cabot Institute.

The Work Oriented Rehabilitation Centre in Lewisporte operates under the auspices of the Calypso Foundation Board. This program provided centre-based training and employment placements to nine individuals during the year. The program continued to operate its furniture refinishing plant and continued training in shoe repair. Efforts were on-going to work with the Calypso Board with the long term goal of changing the focus of the program from reliance on segregated employment for some persons to establishing integrated supported employment. The Calypso Board submitted a planning document to address the employment needs of the people from Exon House who live in the newly opened Lewisporte Group Home.

The Work Oriented Rehabilitation Centre in Corner Brook operates under the auspices of the Humber Valley Association for Community Living. This Centre successfully placed twenty-seven individuals in employment during the 1989-90 fiscal year. Employment placements were secured through community businesses and a contract to operate (i) the cafeteria at two local high schools (ii) a canteen during the summer months at the Margaret Bowater Park (iii) the Recycling Centre and (iv) janitorial services at Recplex.

Regular reports were received regarding these programs throughout the year. In addition, representatives from each program met with divisional personnel on two occasions to discuss common issues.

(c) Pre-Vocational Training Centres:

Two Pre-Vocational Training Centres received funding from the Division during 1989-90. The Perlin Pre-Vocational Training Centre (St. John's) operates under the auspices of the Vera Perlin Society. In addition, the Vera Perlin Society has responsibility for the Career Education and Exploration Program located at the Cabot Institute. The Perlin Pre-Vocational Centre provided assessment and evaluation services, work adjustment (sheltered) training, basic academic, life skills training and career education to approximately seventy adults in 1989-90.

The Pre-Vocational Assessment and Training Centre, Topsail Road, is operated by the Division of Developmental and Rehabilitative Services. In 1989-90 the centre provided a wide range of services from centre-based teaching programs to on the job training for fifty-six individuals.

The focus of programming was on functional living skills, applied academics, community access and Pre Vocational / Vocational skills and training. The centre had a work skills component where students received

on the job training at various sites in and around the St. John's area. During 1989-90 a major restructuring of the centre was undertaken: - (i) The Independent Life Skills Program became an integral part of the Pre-Vocational Assessment and Training Centre under the title of the latter, (ii) The transfer of ninteen Instructor Assistants and four instructional positions from Exon House was completed and enabled a consolidated approach to program consistency and (iii) Management at the centre was reorganized to include a Program Manager and two Program Supervisors. As a result of these changes, service delivery within the program was increased tremendously.

(d) Skill Development Programs:

Funding continued for two Skill Development Programs in 1989-90. These programs were established primarily for the purposes of facilitating the acquisition of basic life and social skills by individuals with severe disabilities who are residing in group homes. These programs are intended to be transitory in nature with the long term goal of supported employment on behalf of each participant.

Skill Development Programs are located in Marystown and Gambo. The Marystown program enabled four individuals to be involved in employment situations during 1989-90. Gambo provided services to twelve individuals, ten in their Life Skills Program and two in employment placements. Four of the ten in the Life Skills Program were from Group Homes. Departmental officials and members of the Gambo Chapter of the Newfoundland Association for Community Living had discussions aimed at establishing a means to develop supported work opportunities for the consumers of this service, utilizing the existing funding for this program.

III. GRANTS TO PRIVATE AGENCIES

The Division of Developmental and Rehabilitative Services administers the Grants to Private Agencies. There were thirty-nine grants administered in 1989-90. (See Appendix (A)). These grants assist various volunteer agencies in their efforts to support individuals in need of service.

Agencies are involved in one or more of the following functions:

- Advocacy on behalf of individuals who have disabilities
- Provision of Support Services
- Provision of Residential Services

III FUTURE DIRECTION (1990-91)

A. General

The Division will continue to have involvement in all three program areas. Special attention will be given to each area to ensure continued program development, as well as maintenance of service provision on behalf of individuals and consumer/advocacy agencies.

B. PROGRAM AREAS

(I) Vocational Rehabilitation Services

During 1990-91 the Training Selection Committee guidelines will be in use throughout the Province. Short and long term strategies for ensuring the provision of regular educational opportunities to members of Training Selection Committees will be formulated in the next fiscal year. A recommendation was made at the Annual Meeting to establish a working group representing Training Selection Committees throughout the province for the purpose of addressing this issue. Also, the Rehabilitation Services Review Committee will continue to meet and address recommendations on the Vocational Rehabilitative Program Report as well as other issues pertaining to the delivery of individual rehabilitative services.

(II) Pre-Vocational and Employment Programs on behalf of Persons who have a Developmental Delay

(i.) Supported Employment

Supported Employment remains the preferred option for involving adults with developmental delays in the work force, and in the most normally integrated lifestyle possible. With approved funding that is more closely matched to real need, it is anticipated that more people will be served by this program during 1990-91.

One of the recommendations resulting from the 1989-90 conference on Supported Employment was that a set of guidelines be developed to cover Supported Employment. A Provincial Committee will be set up in the new fiscal year to accomplish this task.

(ii.) Work Oriented Rehabilitation Centres

These programs will continue to be provided with assistance in 1990-91 related to promoting meaningful employment on behalf of persons attending WORC programs.

(iii.) Pre - Vocational Training Centres:

The Divisional Pre - Vocational Training Centre will continue to support individual advancements in areas of skill development and supported employment. Staff development will be a priority issue at the centre during 1990-91.

(iv.) Skill Development Programs:

Efforts in 1990-91 will be directed toward the continued evolution of skill development programs to supported employment programs. Marystown has made some gains in this area and the Board of the Gambo program is interested in developing a supported employment component to their program.

The Division will place emphasis on dealing with issues pertaining to Transition Houses throughout 1990-91. Administrative and financial procedures will continue to be revised during 1990-91.

(111) **PERSONNEL (1989-90)**

Mr. Don Gallant was appointed to the position of Director of Developmental and Rehabilitative Services on a temporary basis replacing Mr. Noel Browne who was seconded to a special assignment.

Mr. Mel Duffett obtained the position of Assistant Regional Director and Ms. Karen Pollett replaced Mr. Duffett as Assistant Director for Developmental and Rehabilitative Services.

Mr. Ken O'Brien was appointed to the position of Program Manager in April 1989. Mr. Garrett Mahoney and Mr. Terry James assumed Program Supervisor positions in April and June respectively. Nineteen Instructor Assistants and four Instructor positions were transferred from Exon House to the Pre-Vocational Assessment and Training Centre in June 1989. Mr. Keith Whiffen was appointed to the position of Program Coordinator (Acting) in February 1990. Mr. Ken O'Brien assumed the position of Coordinator (Acting) of Community Behavioral Programs in February 1990.

Mr. Brian Miller was appointed to the position of Provincial Coordinator of Vocational Services in October of 1989.

Ms. Gail Goodman was appointed to the position of Divisional Clerk in January of 1990.

TABLE I
PROVINCIAL CASELOAD REPORT

Disability	1988/89	1989/90
Physical Disability	385	385
Learning Disability	70	114
Mental Illness	60	72
Developmental Delay	451	549
Addiction	18	23
Psycho Social Disability	44	48
Multiple Disabilities	129	142
TOTAL	1157	1333

TABLE II
NUMBER OF INDIVIDUALS IN TRAINING AND EMPLOYMENT.

APPROVED TRAINING/ EMPLOYMENT PLACEMENT	TOTALS BY REGION	
REGION	1988/89	1989/90
St. John's	211	346
Eastern	65	76
Central	65	80
Western	77	71
Labrador	11	6
TOTAL	429	579

TABLE III
SUPPORTED EMPLOYMENT DATA 1989-1990

Program Location	Employment or Funded (VRDP) Placements
Bay Roberts	4
Marystown	13
Grand Bank	6
Gander	13
Grand Falls	8
St. Anthony	2
Stephenville	19
Corner Brook	7
Port aux Basques	7
Goose Bay	1
St. John's	2
Subtotal	82
Dist/Regional Office Placements	
Corner Brook	2
St. John's	8
Clarenville	1
Botwood	1
Gambo	1
Wabush	1
Wesleyville	1
Cape Freels	1
Subtotal	16
Total	98

APPENDIX (A)

AGENCIES RECEIVING GRANTS FROM THE DEVELOPMENTAL & REHABILITATIVE SERVICES DIVISION

The Orange Home

Newfoundland Coordinating Council on Deafness

Association for Community Living (Provincial and Labrador West Branch)

Royal Canadian Legion

Multiple Sclerosis Association

Consumer Organization for Disabled Persons

Newfoundland Hearing Association

Newfoundland and Labrador Foster Parents' Association

Canadian National Institute for the Blind

Canadian Paraplegic Association

Escasoni Group Home

The Hub

Canadian Mental Health Association

Work Oriented Rehabilitation Centres (Three)

Community Employment Corporations (Eleven Boards)

Neighbourhood Goodwill Centre

Family Counselling Services
- United Church Family Community Services
- Family Life Bureau - St. John's
- Diocesan Synod of Eastern NF. & Labrador
- Personal Credit Council
- Shea Heights Medical Centre

Transition Houses (Four Homes)

Big Brothers/Big Sisters Association

Salvation Army Correctional Services

CHILD WELFARE

The philosophy, mandate, and services of the Child Welfare Program are legislatively based within the statutory authorities of the Child Welfare Act and the Adoption of Children Act.

The program areas include Child Protection, Child Care, Family Support, Community Facilities and Programs, Adoption Services and Services to Single Parents. Maintenance payments for single parents became the responsibility of the Support Enforcement Agency of the Department of Justice in 1989.

The primary objective of the Division of Child Welfare is the prevention of neglect, abuse and exploitation of children. In an effort to achieve this objective, all Child Welfare Services and programs focus upon the enhancement of family living and the strengthening of parental abilities to provide suitable child care. The Division recognizes that children should remain with their own families whenever possible and, should it become necessary to remove children from their families, every effort is made to resolve those family problems which caused the separation so that the children can be reunited with their families. If it is not in the best interest of a child to remain within the family unit, a permanent plan for long term care is developed.

TABLE 1

Children in Care During the Past Five Years
(Foster Care/Group Homes/Institutional Care)

	85-86	86-87	87-88	88-89	89-90
Beginning of Year	1,008	947	893	845	773
Admitted During Year	428	416	429	324	364
Discharged During Year	489	470	477	396	416
End of Year	947	893	845	773	721

TABLE 11

Protection Cases During Past Five Years
(Children at risk but remaining in own homes)

	85-86	86-87	87-88	88-89	89-90
Beginning of Year	856	1,031	1,043	1,159	1,307
New/Reopened During Year	498	557	816	819	1,172
Closed During Year	440	545	700	671	715
End of Year	1,031	1,043	1,159	1,307	1,764

Statistics show a significant change in the area of Children coming into Care during the past five years (Table 1) and the number of children being identified as in need of Protection Services but remaining in their own homes (Table 11). This is a result of an effort to provide Family Support Services rather than separate children from their home environment. The approach of dealing with the family as a whole by helping the family resolve its problems can be more effective and less costly in both human and financial terms. It is a recognized fact that through counselling and utilization of support services, such as homemakers, respite workers and life skills training, families can remain together. However, this approach is time consuming and requires that Social Workers have manageable caseloads that permit in-depth counselling and the organization of Family Support Services.

TABLE 111

CHILD ABUSE CASES DURING PAST FIVE YEARS (NEW & REOPENED)

Type of Abuse	85-86	86-87	87-88	88-89	89-90
- Physical	44	95	217	307	442
- Emotional	5	17	55	23	126
- Sexual	107	326	438	555	694
TOTAL	156	438	710	885	1,262

The number of Child Abuse Cases has continued to grow dramatically in recent years (Table 111). The growing number of reported abuse cases over such a short duration (five years) presents a number of problems: (1) staff positions to keep pace with the growth in cases, (2) a need for in-depth training of existing staff, (3) a need to plan and implement a "counselling/treatment" program for victims and offenders to assist families to cope with this serious problem.

TABLE IV

ADOPTION/POST ADOPTION SERVICES

	85-86	86-87	87-88	88-89	89-90
Adoption Services	1,113	1,174	1,085	1,014	1,261
Post Adoption Services	653	715	975	844	1,078

ADOPTION SERVICES

Table IV relates the activity in the Adoption/Post Adoption Services Caseload. Applications for adoption continue to be received at the rate of thirty to forty per month. There are presently 466 applications on the reserve list for infants awaiting processing. There are fifty-six approved applications on file for infants. Applications for older children are steadily increasing. There are fifty-eight applications approved for older children and fifty-eight applications in various stages of development. During the past year, infant placements totalled thirty-three and older children placements totalled seventeen.

Involvement with the National Adoption Desk, a branch of National Health and Welfare Canada, Ottawa, continues. This service is utilized to find homes for children who are difficult to place. There are presently fourteen children from this province on referral to the National Adoption Desk. The National Adoption Desk also facilitates International Adoptions. At present, there are nine approved International Adoption Applications as well as nine pending approval. Costs for such adoptions are the responsibility of the family and range from $2,000 to $10,000.

Table IV, Adoption Services, does not represent other areas of service delivery which includes preplacement services, placement planning for children legally free for adoption who have not been placed due to age and degree of special need(s), and responses to provincial, inter-provincial and international inquiries.

POST ADOPTION SERVICES

Post Adoption Services are provided by one Post Adoptions Co-ordinator on a provincial basis, and requests are backlogged due to the time required to research and prepare requests.

The demand for disclosure and counselling services continues to be a growing and urgent need in the area of Post Adoptions.

TABLE V

FINANCIAL/COUNSELLING SERVICES

	85-86	86-87	87-88	88-89	89-90
Regular/Special Child Welfare Allowances	1,328	1,192	1,066	941	819
Services To Unmarried Mothers	514	458	521	453	244*
Family Supervision	989	1,218	1,147	1,155	1,191

The Department of Social Services has a network of regional and district offices throughout the province. Social workers provide counselling and other services to children and families to support and enhance appropriate child care and ensure the protection of children.

The Department continues to liaise with the provincial Foster Parent Association and signed a service agreement with them in the past year. Training for foster parents continues to be developed and delivered.

The teaching homemaker program, a service to children and families, is now the responsibility of the Division of Child Welfare and consultation with homemaker staff has begun to improve training opportunities.

Many social workers from the Department serve on local Child Protection Teams and these groups have sponsored several major conferences in various areas of the province.

*Maintenance payments are now administered by the Support Enforcement Agency. Services to Unmarried Parents now constitute counselling, placement, and other supportive services.

YOUTH CORRECTIONS

ADMINISTRATION

The administration of the Youth Corrections Program during fiscal year 1989-90 maintained operations within the context of the temporary reorganization of the Division into the Community Services Program and the Secure Custody and Remand Program. This temporary reorganization of the Division has enabled these components to focus on program development relevant to each particular mandated function and progress over the year has enjoyed a positive acceleration.

High priority initiatives in the field of community corrections all focused on the development of services that would reduce the utilization of institutional care. To achieve the overall system objective of minimizing the secure institutionalization of youth and to increase community participation in services for young offenders, the Division has prompted the research and development of an Intensive Intervention Program, has established a support mechanism for Alternative Measures Programs and has continued to promote Residential Services at the community level.

To support and enhance the effective delivery of Youth Corrections services, Community Corrections Services published the field policy manual early in fiscal year 89/90; this manual is a formalized set of standardized policies and procedural directives aimed at assisting and guiding front line staff in delivering services to youth in conflict with the law.

The effective delivery of the Youth Corrections Program also relies to a significant extent upon the maintenance of positive working relationships with various community and government agencies. Most notable of these is the Department of Justice. During 1989/90, the Community Corrections Program also maintained a positive relationship with Crown Prosecutors, Adult Corrections Division, Youth Courts (Provincial Courts), Royal Canadian Mounted Police and the Royal Newfoundland Constabulary. As well, the Division worked very closely with the Department of Works, Services, and Transportation, the Newfoundland and Labrador Housing Corporation, the John Howard Society, the Salvation Army Correctional Services, the United Church Council of Social Ministries, Big Brothers/Big Sisters, the Department of Health (especially the Division of Mental Health), the Department of Education, the Department of Career Development, and the Welfare Institutions and Licensing Inspection Authority (WILIA).

The administration of Community Corrections Services also continued to entail a significant amount of involvement with the federal government, particularly with various branches of the Federal Department of Justice and with the Canadian Centre for Justice Statistics. This involvement remained at a high level during the year as officials of the program continued to be involved in various federal/provincial meetings. In addition to ongoing discussions of legal amendments to the Young Offenders Act, discussions on the cost-sharing freeze on young offender services were also a high priority.

To promote information sharing and systems participation in policy decisions and program development, the Division's administration had as an objective the establishment of a Youth Corrections

Consultation/Working Group and a Community Corrections/Secure Custody and Remand Management Consultation Group. The interrelated mandate for both of these Consultation Groups as proclaimed in the goal statement is the coordination of consistent Youth Corrections policy and programs between the various service components--specifically Youth Corrections Division at Headquarters (both Community Corrections and Secure Custody) Regional and District staff, Institutions and affiliated and in-house services. The objectives that have been assigned to these groups include:

- to promote communication and information sharing between headquarters administration of Community Corrections and Secure Custody and Remand Services

- to review Youth Corrections policy and procedures relevant to both Community Corrections and Secure Custody

- to debate program development proposals

- to monitor program delivery

These groups were initiated in fiscal year 89/90 during the hosting of a limited Youth Corrections Conference in November 1989. The processes were formalized over the next few months with the management meetings getting underway in February and the Working Group due to start in April 1990. The Division views these groups as an excellent forum for the enhancement of communication between all service components and as a means by which established programs and new initiatives will progress in the coming year.

COMMUNITY CORRECTIONS

COMMUNITY CORRECTIONS SERVICES

Ninety-three percent of all cases under the total umbrella of Youth Corrections are serviced within the Community Corrections Program. During the year, several changes and initiatives occurred which impacted on field and headquarters service delivery. Adult parole and adult probation services, which were provided by several Social Service district offices, were redirected to Correctional Service of Canada or the Provincial Department of Justice. The Young Offenders Custody Review Board was disbanded in October, 1989 and all custody reviews were redirected for processing by the Youth Court. A proposal for the research and development of an Intensive Intervention Program within the province has been drafted and submitted to the Federal Department of Justice for funding of this initiative which includes a plan to develop a Case Classification System for young offenders.

The Community Corrections Program also had significant involvement in the development of the Young Offender Information System as well as two national studies; i.e., the Qualitative Descriptive Study and the Minimum Age Project. An ongoing review of the policy manual is continuing, as the Division continued visitation to all the regions by various staff members.

ALTERNATIVE MEASURES

With the completion of the final report in reference to the Alternative Youth Justice Development Project in Newfoundland and

Labrador, the Division of Youth Corrections has broadened its service delivery mandate to include both a program developmental activity and a program maintenance phase.

The number of sanctioned Alternative Measures Programs has increased in the fiscal year from eleven to fourteen. Statistical information pertaining to Alternative Measures Program referrals may be obtained by referring to Table VIII.

A major development during the fiscal year was the introduction of support grants. These grants were issued to the programs to offset programming costs, office maintenance costs and legitimate expenditures in relation to program volunteers. The grants were issued based on a formula combining per case costs and a standard program cost.

During the fiscal year, the Division of Youth Corrections initiated the development of a central automated information system for the Alternative Measures Program. The individual programs are required to submit case intake and activity data, which is then coded by Divisional staff and entered into the automated system. Reports concerning program capability and young offender characteristics can then be generated to each of the individual Alternative Measures Programs.

In addition to these developments, the volunteers in conjunction with Departmental Staff continue to promote the development of training programs for youths in conflict with the law and for the volunteers who work with young persons referred to the Programs. Major improvements in mediation training have been realized and the volunteer sector has taken a lead role in the development of an extensive mediation training package.

In recognition of the success of the community based Alternative Measures Programs and the realization that the development of a supportive program maintenance strategy is essential, the Department of Social Services has had to make adjustments in the overall alternative measure service delivery package. To ensure adequate resources exist to support all of the Alternative Measures Programs and to ensure fair and equitable treatment of all the programs, it was decided that funding to the Central Newfoundland Youth Focus Diversion Program in Grand Falls would be discontinued at the end of this fiscal year. The funds of the Grand Falls program will be redirected to develop a strategy to reorganize a volunteer program in this area and to make resources available for all other Alternative Measures Programs across the province. This decision enables the Division to provide a Provincial Alternative Measures Grant Program based on the equal distribution of resources and operationalized at the community level by volunteers.

COMMUNITY RESIDENTIAL SERVICES (OPEN CUSTODY)

a) Current Service Level

At present there are a total of 113 open custody placements across the province. This represents an increase of twenty-four beds from the previous fiscal year. This increase resulted from the opening of the seven bed Gander Regional Youth Assessment Centre and the licensing of an additional seventeen open custody Foster Home placements. The breakdown of available placements throughout the various levels of the open custody system is as follows:

(i) Assessment Centres (twenty-one placements)

(ii) Group Homes (forty-eight placements)

(iii) Foster Homes (forty-four placements)

During the 1988-89 Fiscal Year the John Howard Society Group Home on Canada Drive in St. John's converted from the traditional Houseparent staffing arrangement to one based on a "live out" co-ordinator model.

While a number of facilities have continued to operate under the Houseparent format, the Division recognized the need for awake night staff coverage at these Homes to ensure the safety and protection of the residents living there and the properties themselves. For this reason additional staff allocations to provide "nightshift" staffing were approved on behalf of Lakeview House in Whitbourne and the Labrador Group Home in Goose Bay.

During the Fall of 1989 construction began on a new building for the Innuwass Group Home in Sheshatshiu, Labrador. This project is being sponsored by the Newfoundland and Labrador Housing Corporation and it is believed that the building will be available for occupancy in late July, 1990.

b) New Initiatives in Facility Development

Currently, the Division is working co-operatively with the Newfoundland and Labrador Housing Corporation in the development of two new Group Homes at Burin and Nain. In both instances, preliminary planning has been completed including site and design selection. It is hoped that the proposed six bed Group Home in Burin will be available for occupancy by December, 1990 while current projections indicate that the proposed eight bed Group Home for Nain will be available early in 1991. The Boards of Management in both Burin and Nain have entered into program development contracts with the Department.

At present the Division of Youth Corrections and St. John's Regional Office have made the development of a third open custody Group Home in this region a priority to meet the ever increasing demand for open custody placements. To this end, during January, 1990 program proposals were invited to assess the interest of community Agencies and organizations in sponsoring such a project. A number of submissions were received and are presently under review. It is hoped that a decision around the sponsoring Agency to be selected will be made early in the next fiscal year so that development plans can proceed as soon as possible.

c) Community Detention

In recognition of the need to address the practicality of designating certain open custody facilities with a capability to provide community based detention/remand, Community Corrections undertook an initiative to research and coordinate consultation on this issue. Topics being researched include, but are not limited to, a definition of community based detention, a definition of "high risk" youth for community detention placement, the identification of the transfer mechanism between the open and secure systems, programming for community detention and whether community detention is indeed compatible with our

facilities. A framework to undertake this initiative and the required consultation processes has been established. A conclusion to this initiative is anticipated for fiscal year 90/91.

Staff Development

During September, 1989 the Division of Youth Corrections co-sponsored, along with the Waterford Hospital's Training Division, workshops on Adolescent Suicide Intervention in both St. John's and Gander.

Throughout the 1989-90 fiscal year the Division of Youth Corrections sponsored the attendance of Departmental and Residential care staff at a number of conferences/symposiums including:

(i) "Lighting the Way"
Seventh National Conference on Learning Disabilities

(ii) "Best of Care"
National Symposium of the Canadian Child Welfare Association

(iii) National Open Custody Program Workshop

SYSTEMS DEVELOPMENT

The System Design Alternative, System External Specifications, and System Internal Specifications phases of the Young Offender System Development Project were completed in 1989/90. The Program Development Phase, which involves construction of the Young Offender Information System by Newfoundland and Labrador Computer Services and preliminary testing, began in January, 1990. The general functions of the proposed system are:

i) to register clients of the Department of Social Services,

ii) to capture details of all significant services provided to young offenders by the Department of Social Services,

iii) to track the placement of all clients and record significant events in Department of Social Services' facilities, and

iv) to provide the reports required to manage the Youth Corrections program and meet National and Federal information needs.

Work also began in February, 1990 on the development of a proposal for a new Contribution Agreement with Justice Canada to test and implement the Young Offender Information System during 1990-91.

CASELOAD TRENDS

Caseload activity in the Youth Corrections (Community Corrections) Program appears to have stabilized during the fiscal year 1989-90. As a result of the development of improved Community Corrections Programs, there has been a positive shift in the level of referrals from the open custodial program to community based non-custodial programs.

The reduction in the total admissions to open custody (Table VI)

positively correlates both the increasing number of referrals made to the Community Based Programs (Tables V and VII) and to the Alternative Measures Program (Table VIII).

This trend toward community based programming clearly identifies the success that the Division of Community Corrections has been able to achieve through a focused effort on program development at the community level. It is believed this direction is consistent with the principles of the Young Offenders Act and the Young Persons Offences Act and that services for young people should be, to the greatest extent possible, made available within the family and the community. Only where this intervention cannot be reconciled with the principle of the protection of the public should an out of home, custodial placement be considered.

TABLE I
TOTAL PROVINCIAL CASELOADS FOR YOUTH CORRECTIONS PROGRAM
COMMUNITY CORRECTIONS BRANCH
1989-04-01 - 1990-03-31

	Males	Females	Youths	Adults	Total
April 1, 1989	1694	195	1889	418	2307
April 30, 1989	1702	191	1893	413	2306
May 31, 1989	1697	200	1897	437	2334
June 30, 1989	1725	200	1925	437	2362
July 31, 1989	1703	204	1907	436	2343
August 31, 1989	1623	182	1805	421	2226
September 30,1989	1649	175	1824	421	2245
October 31, 1989	1724	177	1901	411	2312
November 30, 1989	1775	195	1970	426	2396
December 31, 1989	1698	171	1869	408	2277
January 31, 1990	1658	173	1831	414	2245
February 28, 1990	1660	163	1823	135	1958
March 31, 1990	1675	183	1858	90	1948
Percentage Change during year	-1.1%	-6.1%	-1.6%	-78.5%	-15.6%

TABLE II

PRE-DISPOSITION REPORTS COMPLETED DURING FISCAL YEAR

1987 - 88	1988 - 89	1989 - 90	Percentage Increase
523	524	528	+0.76%

TABLE III

COURT REFERRALS TO YOUTH CORRECTIONS PROGRAM DURING 1989-90

	1988-89	1989-90	Percentage Change
Number receiving service, April 1	1968	1889	-4.01%
Number referred during year	2739	2967	+8.29%
Number discharged during year	2831	2998	+5.90%
Number receiving service, March 31	1876	1858	-0.96%

TABLE IV

COURT REFERRALS BY AGE, SEX AND REGION

AGE			SEX			REGION	
12-14	614	(20.7%)	Males:	2611	(88%)	St. John's -	530
15-16	1335	(45.0%)	Females:	356	(12%)	Eastern -	520
17+	1018	(34.3%)				Central -	672
						Western -	957
						Labrador -	288
TOTAL	2967			2967			2967

TABLE V

NUMBER OF YOUNG OFFENDERS ON PROBATION

	1988-89 (MALES/FEMALES)	1989-90 (MALES/FEMALES)	TOTAL
Number on Probation as of April 1	1236/130	1155/123	1278
Placed on Probation during year	1170/161	1367/190	1557
Discharged during year	1279/174	1351/174	1525
Number on Probation as of March 31	1127/117	1161/135	1296
Percentage change during year	-8.9%/-10%	+0.5%/+9.8%	+1.4%

TABLE VI

NUMBER OF YOUTHS COMMITTED TO DISPOSITIONS OF OPEN CUSTODY BY REGION, AGE, SEX, DISPOSITION LENGTH

REGION	MALES	FEMALES	TOTAL
St. John's	40	4	44
Eastern	13	0	13
Central	29	0	29
Western	72	2	74
Labrador	32	15	47
TOTAL	186	21	207
Percentage Increase During Year	2.6%	34.4%	7.1%
Average Age	16 yrs.	16 yrs.	
Percentage Change	0%	0%	
Average Sentence	6.9 months	6.6 months	
Percentage Change	- 9.2%	+32%	

TABLE VII

COMMUNITY SERVICE ORDER REFERRALS

APRIL 1, 1989 - MARCH 31, 1990

MONTH	MALES	FEMALES	TOTAL
April	43	5	48
May	66	1	67
June	61	5	66
July	42	3	45
August	29	2	31
September	63	4	67
October	54	10	64
November	52	2	54
December	40	6	46
January	40	4	44
February	62	4	66
March	62	9	71
Total	614	55	669

TABLE VIII

ALTERNATIVE MEASURES PROGRAM REFERRALS

APRIL 1, 1989 - MARCH 31, 1990

PROGRAM	TOTAL
St. John's	633
Bay Roberts	34
Clarenville	18
Gander	37
Grand Falls	51
Corner Brook	107
Port Saunders	56
Stephenville	53
Labrador West	34
Happy Valley	12
Total	1035

TABLE IX

ADULT PROBATION AND PAROLE CASES SERVICED DURING 1989-90

	PAROLEES	PROBATIONERS
Number as of April 1, 1989	7	393
Number referred during year	10	333
Number terminated during year	17	650
Number as of March 31, 1989	0	76
Percentage Increase	-100%	-80.7%
Number of Community Assessments Completed	21 (-22.2%)	
Number of Pre-Sentence Reports Completed	55 (-24.7%)	

SECURE CUSTODY AND REMAND SERVICES

ADMINISTRATION

During 1989-90, the administration of Secure Custody and Remand Services continued to present a variety of challenges in terms of the volume and complexity of development issues. Intensive efforts were directed at program development, facility planning and construction and staff development.

In recognition of the need for increased Administrative capability at each facility, positions of "Assistant Administrator: Operations" were created for each Youth Centre. The recruitment for this position at the Whitbourne Youth Centre is ongoing, while the position has been filled at the St. John's Youth Centre. In the interest of meeting increasing administrative demands at Headquarters, Secure Custody and Remand Services received the services of an Acting Assistant Director on a temporary basis.

In consideration of safety and security issues, and to provide increased flexibility in responding to the needs of the resident population, both the St. John's Youth Centre and the Whitbourne Youth Centre were designated as places of Temporary Detention in accordance with Section 7 of the Young Offenders Act and Section 16(2) of the Young Persons Offences Act.

The development and implementation of a policy and procedures manual, and Facility operations manuals have been ongoing. The process of drafting and reviewing policies and procedures has been comprehensive, with involvement of staff at every level of Secure Custody and Remand Services. As part of the process to review and critique draft policies, a Staff Development and Policy Review Committee was established at each facility, coordinated by a management

committee at the Headquarters level.

The communication among Secure Custody Remand Services, Community Residential Services and Regional Field Staff was enhanced through the establishment of a formal communication structure of management and program coordinator committees.

As the result of research carried out on the effectiveness of academic services in Secure Custody and Remand facilities, the academic departments at each facility were transferred at the end of the fiscal year from the Department of Social Services to the Department of Education. Discussions between Departments will be ongoing to ensure a smooth process of transfer.

In the area of staff development there were several major training initiatives undertaken.

All youth care staff and other support staff participated in a two week training session in safety and security issues during the summer of 1989. A two week training session in Residential Care with Adolescents was presented to approximately fifty Youth Care Staff by Departmental staff and external consultants; this training will continue until all front-line staff have received it. Also, during the year, all management, supervisory, and professional staff participated in two management development workshops, which were facilitated by a contracted consultant. In addition, a number of Youth Care Supervisors participated in Supervisory Skills Training, arranged through the Public Service Commission. Planning is underway for training in other areas, such as effective supervision. A contracted consultant submitted a course curriculum for an Orientation Program for new front-line employees. This program will be delivered once or twice per year, depending on the number of new staff. The recommendations of a comprehensive training needs assessment were assessed with many recommendations being carried out and/or incorporated into a long-term training plan.

Site preparation for a new provincial Secure Custody Facility at Whitbourne was completed during the year, and construction of the first phase commenced in October, 1989. This phase, including the central administrative, service, and program areas, as well as living capacity for thirty residents, is scheduled to be completed late in the 1990-91 fiscal year.

As well, Government announced plans for three Regional Secure Custody and Remand Facilities of 10-13 beds each. These will be located at St. John's, Corner Brook, and Goose Bay. Funds were provided in the 1989-90 budget for planning and design work for these facilities. This work is now nearing completion.

The effective administration of the Secure Custody and Remand Services program relies to a significant extent on the co-operation of various other agencies and Departments. A positive and productive relationship has been experienced with the Department of Works, Services, and Transportation, including the Property Management Division, Project Management Division, and Chief of Security and Life Safety. A very important working relationship also exists with the Department of Justice, including the Office of the Director of Public Prosecutions, Criminal Division, Civil Division, Provincial Courts, and

the Adult Corrections Division. As well, close working relationships are also maintained with the Royal Newfoundland Constabulary and the Royal Canadian Mounted Police, the John Howard Society, the Department of Health and the Department of Education.

WHITBOURNE YOUTH CENTRE

The year saw some significant changes in the administration of the Whitbourne Youth Centre. The permanent administrator was reassigned in April, 1989, and the position was filled on a temporary basis by secondment of the Assistant Superintendent of the Salmonier Correctional Institution, Department of Justice. The Department of Justice also provided the services of the Assistant Superintendent of Her Majesty's Penitentiary on a part-time basis to consult on safety and security issues. The Principal of the Academic Department of the Whitbourne Youth Centre was temporarily seconded to the position of Administrator (Acting) in November, 1989. During this period, recruitment commenced to fill the Administrator's position on a permanent basis. The recruitment process is now nearing completion.

There was a continuation of all major program activities at the Centre, with new developments in some areas. The Logging and Sawmill operation was re-activated. That program was enhanced by the addition of a Youth Care Worker position to operate and supervise the program. Resident activity in this program resulted in the construction of a new sawmill building, and a great deal of logging activity.

The farm program was also successful during the year, in spite of the fact that the preparation of the site for the new Newfoundland and Labrador Youth Centre resulted in the loss of the barn and some crop fields. The greenhouse program was operated and expanded by Youth Care staff and residents.

Funding was again made available to extend the employment of an Industrial Arts Teacher for six weeks during the summer of 1989. Six residents were given instruction and training in a construction/woodwork program. The Academic Department had another successful year. Once again, excellent cooperation from the community college system facilitated the continuation of the Basic Training and Skills Development Program. The Principal was invited to attend the closing ceremonies at the St. John's Campus of the Avalon Community College where four former Whitbourne Youth Centre residents were awarded certificates.

The teachers continued to provide comprehensive Education Programs which are geared to the individual needs of each student. Instruction was given in the following program areas: Senior High School, Junior High School, Special Education and work experience. Instruction and training was provided in woodwork/construction, metal work/welding, life skills, and craft areas, especially leatherwork. Two residents successfully completed public supplementary high school examinations in November, 1989. The Academic Department hosted two workshops during the year, which included the teaching staff of the St. John's Youth Centre. The first was on Life Skills and Social Thinking Skills, and the second was a workshop on Child Abuse, presented by representatives from the Newfoundland Teachers Association and field staff of the Department of Social Services. A successful school closing ceremony and annual Lobster Boil was held at the Whitbourne

Youth Centre on June 21, 1989.

An announcement was made in March, 1990, of the procurement of a new Plato Educational Computer System for the Whitbourne Youth Centre. This system was provided through an initiative of the Canada Newfoundland Youth Strategy program.

Health Care and other services to residents were continued and improved in 1989/90. The hiring of a full-time Nurse for the Whitbourne Youth Centre greatly enhanced Health Care Services. This new position, which is an integral part of the professional team, provides for in-depth health assessments, on-site medical care, the development of comprehensive health care polices, the coordination of special health services and health maintenance counselling. Programs were developed in areas such as Addictions for the residents and information sessions on AIDS were held for both residents and staff. The Nurse and one Youth Care Supervisor were certified as Instructors in Cardio-Pulmonary Rescusitation (CPR). A physician from the Newhook Memorial Clinic continued to pay weekly visits to attend to the medical concerns of residents.

During the year, the authority for Temporary Releases was delegated to the Administrator and Program Supervisor of the facility. This resulted in the establishment of a Temporary Release Board at the Centre, which provided for the input of direct care staff in decision-making.

A group system was developed for the division of the resident population according to age and other needs. Special supervision procedures and scheduling of activity areas were very effective in maintaining this separation, and allowing individual needs to be met.

Recreation programs for residents were fostered by all staff groups. A Recreation Committee was set up under the chair of a Youth Care Supervisor to consider proposals for activities. This resulted in groups of residents accessing community resources for the purpose of swimming, fishing, golf, theatre, and hockey. There were many field trips of an Educational nature as well. A canoe and water safety training course was arranged in the summer of 1989, under the instruction of an officer of the local detachment of the RCMP.

Staff development continued to be a focus of activity in 1989/90. Two week blocks of training in Safety and Security measures were presented to direct care workers during the summer of 1989. A two week block of training in Residential Care for Adolescents was also offered to a number of Youth Care Staff; this training will continue. A Staff Development and Training Committee was established with representation from all staff groups.

Security and safety of the facility was improved with the installation of bright spot lights around the perimeter of the compound. The fire alarm and warning systems were upgraded and a new locking system was installed on the main entrance doors. A new key control system was developed and implemented.

The Shanty Men Association made occasional visits to the centre over the past year, thus contributing to the spiritual well being of the residents. Medical students associated with the Newhook Memorial

Clinic also made frequent tours of the facility as part of their community involvement.

ST. JOHN'S YOUTH CENTRE

The St. John's Youth Centre continued to provide Secure Custody and Remand Services for young offenders within Building 43, Torbay, and Building 1045, Pleasantville.

During 1989/90 the organization continued to place a great deal of emphasis on programming involving community resources. As a result, a number of new programs were initiated with the assistance of community organizations, including:

1) A six week group counselling program for residents through the Alcohol and Drug Dependency Commission. The Commission is also providing ongoing consultations to the Social Work, Nursing and Youth Care staff;

2) Monthly consultations with staff of the Dr. Thomas Anderson Centre on mental health issues and individual cases. The Centre has continued to run weekly outpatient support groups for selected residents, as well as individualized counselling;

3) Medical services have been greatly enhanced with the involvement of the Family Practice Unit of the Health Sciences Centre. The Unit has provided a physician who, with the facility's nurse, provides medical clinics for residents, as well as 24 hour on-call service and on-going consultation to staff. This service has been instrumental in the development and implementation of a Child Abuse reporting procedure within the facilities;

4) New social and recreational programs were initiated with the assistance of volunteer organizations, such as guitar lessons for residents through the Pastoral Care Committee, salaried and volunteer work programs through the Native Friendship Centre and Glenbrook Lodge, and sporting events such as hockey tournaments arranged through the cooperation of members of the Royal Newfoundland Constabulary.

Residents also took advantage of more community outings, including swimming at the Provincial Recreation Centre and other pools in the city of St. John's, plays at the Arts and Culture Centre and fishing trips in the country. Hockey games were also arranged between the staff and residents of the St. John's Youth Centre and Whitbourne Youth Centre.

The academic department initiated life skills, oral presentation skills and social thinking skills programs for residents during the year. New work/study programs which included job opportunities in kitchen and laundry work, carpentry, and grounds maintenance were also started. One resident obtained full-time employment for approximately five months with a local construction contractor. Both staff and residents were pleased to receive a $6,000 computer donated by Mobil Oil, as well as a $125,000 Plato Educational Computer System through the Canada-Newfoundland Youth Strategy Program to initiate computer

assisted learning programs for residents.

A much greater focus was placed on staff development during the year, in that all staff responsible for security and life safety were trained in techniques relevant to supervision, fire safety, first aid, searches, key control, and managing aggressive behaviour. Approximately one-third of the Youth Care Staff also received training in Adolescent Residential Care. Areas such as family dynamics, sexuality, preventation and management of disturbed behaviour, observational skills, report writing and addictions were covered.

Increased emphasis was placed on improving the health and safety of residents. In-house medical clinics were run twice per week and through these clinics, more specialized needs of residents were identified and received attention. A new policy on smoking was implemented which substantially reduced resident smoking. The Occupational Health and Safety Committee initiated many new improvements, including a smoking policy for staff, stop-smoking assistance programs and safety improvements in the buildings.

The formal and informal communication system with the facilities were greatly improved with the introduction of two-way radios, shift reporting procedures, and more regular meetings between management and staff.

Table I

YOUNG PERSONS COMMITTED TO SECURE CUSTODY AT THE WHITBOURNE YOUTH CENTRE DURING 1989-90 BY REGION AND SEX.

REGION	MALES	FEMALES	TOTAL
St. John's	13	-	13
Eastern	21	-	21
Central	26	-	26
Western	20	-	20
Labrador	1	-	1

Total Admissions: 81
Percentage Change: -5.8%

Table II

YOUNG PERSONS COMMITTED TO SECURE CUSTODY AT THE ST. JOHN'S YOUTH CENTRE DURING 1989-90 BY REGION AND SEX.

REGION	MALES	FEMALES	TOTAL
St. John's	29	1	30
Eastern	5	2	7
Central	3	0	3
Western	8	2	10
Labrador	10	3	13

Total Admissions: 63
Percentage Change: +12.5%

Table III

AVERAGE AGE AND SENTENCE LENGTH UPON ADMISSION TO SECURE CUSTODY.

FACILITY	AVERAGE AGE	AVERAGE SENTENCE
Whitbourne Youth Centre	16.75 years	3.8 months
St. John's Youth Centre	16.3 years	3.8 months
Total Average	16.5 years	3.8 months
Percentage Change from 88-89	+1.5%	-16.3%

Table IV

AVERAGE DAILY COUNT AND RANGE OF DAILY COUNT BY FACILITY 1989-90.

FACILITY	AVERAGE DAILY COUNT	HIGH	LOW
Whitbourne Youth Centre	20	26	17
St. John's Youth Centre	22	26	18

Table V

YOUNG PERSONS REMANDED DURING 1989-90

Total Remanded:

MALES	FEMALES	TOTAL	PERCENTAGE CHANGE FROM 89-89
377	44	421	+38%

Average Period of Remand (Days):

MALES	FEMALES	TOTAL	PERCENTAGE CHANGE FROM 89-89
7.0	9.8	7.3	+7%

Note: The above totals and periods include short-term police detention, and also record each new remand order as a new admission. Therefore, a young person who was subject to more than one consecutive period of remand would be counted as a new admission each time.

DAY CARE AND HOMEMAKER SERVICES

The Day Care and Homemaker Services Division is mandated under the Day Care and Homemaker Services Act, 1975 and the Day Care and Homemaker Services Regulations, 1982 to regulate, inspect and supervise group Day Care Centres and Homemaker Service Agencies in this province. The Division sees its responsibilities as threefold:

1) To safeguard and protect the consumers of these services through the provision of minimum standards with respect to health, safety and programming.

2) To assist with the development of these services through the provision of advisory, consultative and financial resources.

3) To enable the utilization of these services by certain income groups through the provision of fee subsidization.

The licensing function of the Division rests with the Day Care and Homemaker Licensing Board chaired by the Director of Day Care and Homemaker Services.

During this fiscal year, a total of twenty-six new Day Care Centres were licensed while another fifteen centres closed. This brings the total number of child care spaces in the province to 3159, an increase of 260 spaces over the previous fiscal year.

The Department of Social Services continues to make available an Annual Learning Materials and Equipment Grant to all licensed full-day child care services. In addition, start up grants in the amount of $1,000 are also made available to newly licensed centres.

Both grants are intended to assist centres with costs involved in meeting the licensing standards of the Day Care and Homemaker Services, 1975.

The Day Care Subsidy Program continues to be available to assist eligible families and, during this fiscal year, a total of 1542 families were assisted through this program.

The Early Childhood Training Centre, operated under the auspices of the Community Services Council, continued to make available part-time evening courses to staff of licensed Day Care Centres in the St. John's and surrounding vicinity. The Department of Social Services assisted with the salary costs of the co-ordinator position for the part-time program through the contribution of a $15,000 grant.

The Division has been represented on various committees involving training programs in Early Childhood Education. The Division's Early Childhood Consultant assisted the Department of Education in reviewing the curriculum requirements, comprising a one-year Early Childhood Education Program. Once completed, these requirements will have to be met in order for training institutions to receive provincial approval to offer such programs.

The Division's Early Childhood Consultant is Newfoundland's representative on the Board of Directors of the Canadian Child Day Care

Federation, which is a national forum of information exchange and services for Canadian day care organizations and interested others. The Federation hosted the first national conference called Children, The Heart of the Matter, in Winnipeg. Delegates and speakers attended from across Canada, the United States, Europe and Australia. Several staff members of the Department, day care centers and training institutions received sponsorship from the Department to attend the conference. The Early Childhood Consultant represented the Division in an Atlantic Forum with other provincial directors.

The Division also sponsored a staff person to attend the National Association for the Education of Young Children's Conference in Atlanta, Georgia where renowned presenters provided a wealth of knowledge for the 20,000 delegates. Many contacts were made which have been valuable resources for projects on which the Division is presently working.

During the year under review, the Division commenced a policy analysis of licensed child care options for children under two years, which will assist Government in arriving at decisions regarding this identified service need.

Some limited changes to the Day Care and Homemaker Services Act, 1975 have been under consideration by the Social Legislation Review Committee of the House of Assembly during fall/winter 89/90. These changes, if approved, will increase the licensing period beyond one year for license renewals and will increase the non-government representation on the Day Care and Homemaker Services Licensing Board.

In an effort to facilitate communication around day care policies and procedures, the Department has established an Early Childhood Services Liaison Committee under the Chair of the Assistant Deputy Minister for Children and Youth Services. Composed of representatives from all regions of the province and including several Day Care organizations, the committee will meet regularly.

There have been several staff changes at the Division during the year under review. The Nutrition Consultant resigned effective March 31, 1990. To improve the licensing paperwork process, a third Clerk-Stenographer was added to the Division at the end of the fiscal year. A third Social Work Program Co-ordinator position was added effective 1989-08-30. The addition of this professional position allows for a focus on special initiatives, including family day care policy development and encouraging project applications to the Federal Child Care Initiatives Fund.

Following this report are tables with respect to the growth of and development of Day Care Centers, the overall financial expenditures of the program, statistical data relating to the Day Care Subsidy Program and the Annual Report pertaining to the Day Care and Homemaker Services Licensing Board.

TABLE I

STATISTICS ON NUMBER OF LICENSED DAY CARE CENTRES

YEAR	NO. OF LICENSED CENTRES	NO. OF LICENSED SPACES FULL TIME	NO. OF LICENSED SPACES PART TIME	TOTAL NO. OF LICENSED SPACES
1975-76	---	---	---	---
1976-77	31	---	---	---
1977-78	30	---	---	710
1978-79	35	---	---	937
1979-80	36	491	325	816
1980-81	31	493	319	812
1981-82	36	533	341	874
1982-83	47	635	325	960
1983-84	48	769	418	1187
1984-85	53	804	549	1353
1985-86	60	922	522	1444
1986-87	72	1253	551	1804
1987-88	90	1640	611	2251
1988-89	109	1863	1036	2899
1989-90	120	2175	984	3159

TABLE II

PROVINCIAL FINANCIAL EXPENDITURES ON DAY CARE SERVICES IN NEWFOUNDLAND
1976-77 TO 1989-90

YEAR	GRANTS	TRAINING	SUBSIDIES PAID UNDER INCOME TEST	SUBSIDIES PAID UNDER SOCIAL ASSIST.	ADMINISTRATION	TOTAL	% INCREASE	FEDERAL REVENUES (C.A.P.)*	% REVENUE/EXPENDITURE
1976-77	-	-	$135,000	-	$ 4,000	$ 139,000	-	$ 70,000	50%
1977-78	-	-	150,100	-	11,000	161,100	16%	80,000	50%
1978-79	-	-	163,500	-	15,000	178,500	10%	89,500	50%
1979-80	-	-	219,800	-	50,600	270,400	51%	135,000	50%
1980-81	$ 5,000	$10,000	136,300	-	67,000	218,300	(19%)	106,000	49%
1981-82	5,000	10,700	172,600	$ 152,433	73,000	413,700	89%	206,200	50%
1982-83	7,500	22,714	195,000	200,000	76,700	501,900	21%	269,400	47%
1983-84	7,500	22,100	215,201	250,000	80,500	575,300	15%	291,000	50%
1984-85	23,000	23,700	292,700	276,019	84,600	700,000	22%	327,700	47%
1985-86	46,600	46,000	418,837	494,470	104,400	1,108,300	58%	414,300	37%
1986-87	75,400	38,300	433,300	866,300	116,900	1,530,200	38%	525,150	34%
1987-88	92,200	21,000	550,900	1,407,400	137,000	2,208,500	44%	899,200	40%
1988-89	87,900	30,700	431,100	1,492,400	221,800	2,263,900	3%	880,500	39%
1989-90	171,200	43,000	493,400**	1,504,700**	255,800	2,468,100	9%	1,005,700	41%

* Canada Assistance Plan revenues were over-estimated in the period 80/81 to 84/85. Adjustments are now in process to reduce the revenues.

** Calculations omit day care subsidy payments related to the Special Child Welfare Allowance Program and the Foster Care Program which were in 1989-90:

Foster Children	$90,351
Special Child Welfare Allowance (Developmental Services)	32,702
Special Child Welfare Allowance (Child Welfare)	25,256

TABLE III

DAY CARE SUBSIDY PROGRAM

REASON FOR SUBSIDY	FAMILY TYPE	APRIL 1, 1989	NEW/ REOPENED	CLOSED	MARCH 1990
Employment	1 parent	152	162	159	155
	2 parent	3	1	4	0
Upgrading/Training	1 parent	40	61	50	51
	2 parent	1	4	3	2
University	1 parent	40	36	24	52
	2 parent	0	6	1	5
Disability of Parent	1 parent	8	14	14	8
	2 parent	2	5	3	4
TOTALS - Child Care		246	289	258	277
Enrichment/Social Assistance	1 parent	160	160	128	192
	2 parent	82	84	76	90
Enrichment/Child Protection	1 parent	90	90	91	89
	2 parent	57	59	58	58
	WARD-DCW	15	22	21	16
Developmental Delay	1 parent	20	16	19	17
	2 parent	39	22	25	36
	WARD-DCW	13	6	11	8
Physical Disability	1 parent	3	4	4	3
	2 parent	3	5	6	2
	WARD-DCW	2	0	1	1
Other	1 parent	10	18	11	17
	2 parent	5	15	8	12
	WARD-DCW	2	5	2	5
TOTALS - Child Development		501	506	461	546
COMBINED TOTALS		747	795	719	823

DAY CARE AND HOMEMAKER SERVICES LICENSING BOARD

The Day Care and Homemakers Services Licensing Board, appointed by the Lieutenant-Governor In Council, is chaired by the Director of Day Care and Homemaker Services. Other Board members include the Director of Child Welfare, vice-chair, a representative from the Department of Health, a representative from the Department of Education as well as three members at large, all of whom are community representatives.

The Licensing Board meets regularly to consider applications for Day Care and Homemaker Services licenses, to consider applications for

renewal of licenses, to consider cancellation/suspension of a license to operate and to make decisions regarding certification of persons employed in day care centres and homemaker service agencies who comply with the standards prescribed in the Day Care and Homemaker Service Regulations, 1982.

Appointment to the Board is for a three year term. During this fiscal year a new Board was appointed but, due to delays in the appointment process, this Board did not commence its meetings until September, 1990. Nevertheless, the Board convened on eighteen working days during the fiscal year, including a two day orientation period.

One significant policy change, developed during the tenure of the preceding Board, but implemented under the current Board, concerned an upgrading of the qualifications for the position of Group Supervisor in a licensed centre. The new requirements give preference to individuals with recognized Early Childhood Training. Licensees are required to demonstrate that no such suitable candidate can be recruited.

Statistical information on the activities of the Licensing Board for the year under review follows.

TABLE IV

A. Day Care Licenses

		Total
1.	New Applications	13
2.	Number of Day Care Licenses Issued	91
3.	Total Number of Active Licensed Centres	120
4.	Number of Licensing Information Packages Distributed	310
5.	Number of Violation Orders Issued	22
6.	Number of Centres Closed (Voluntarily)	15
7.	Number of Suspensions/Cancellations	0

B. Homemaker Licenses

1.	New applications	1
2.	Number of Homemaker Licenses Issued	11
3.	Total Active Licensed Homemaker Agencies	15
4.	Number of Informational Requests	16

HOMEMAKER SERVICES PROGRAM

The Division of Day Care and Homemaker Services is responsible for the licensing and supervision of Homemaker Agencies operating independently in the community. During this fiscal year five new Homemaker Service Agencies were licensed.

In September, a Nursing Consultant was appointed to the Division of Day Care and Homemaker Services. The duties of this position include assessing Homemaker Agencies and submitting the required documentation to the Day Care and Homemaker Services Licensing Board. Since September, nineteen visits have been made to agencies throughout the province to complete assessments and provide direction and follow up. Also sixteen client home visits were made.

The week of October 15-22 was designated as Homemaker/Home Support Week across Canada. Department staff assisted on the Planning Committee of the Newfoundland and Labrador Homemaker and Homemaker Services Association in coordinating some of the events occurring during the week. These included a proclamation signing by the Premier and a booth display at the Confederation Building to promote awareness of Homemaker Home Support Services and issues.

The Liaison Committee between the Department and the Newfoundland and Labrador Homemaker and Homemaker Services Association continued to be active during this fiscal year.

It should be noted that the responsibility for the overall management of the Teaching Homemaker Program that was initially the responsibility of the Division of Day Care and Homemaker Services was transferred to the Child Welfare Division effective April 1, 1989.

SOCIAL ASSISTANCE APPEAL BOARD

The function of the Social Assistance Appeal Board is to render decisions on behalf of applicants for, and recipients of, Social Assistance who are aggrieved by decisions of an Administrative Review Committee, Regional Director or the Director of Social Assistance.

The Social Assistance Appeal Board is comprised of three members who are not employees of the Government of the Province of Newfoundland and Labrador. Each member is appointed by the Lieutenant-Governor in Council. Appointment is for a three year period and members are eligible for reappointment.

The present members are Mr. William Noseworthy, Chairman, Mrs. Ida Reid, Member, and Mrs. Brenda Murrin, Member.

Nineteen hearings involving 177 appeals were conducted during the year under review of which six were held in the St. John's Region, three in the Eastern Region, five in the Central Region and five in the Western Region. No appeals were heard in the Labrador Region.

The table on the following page shows the distribution of appeals by month and by Region and decisions rendered for the 1989-90 fiscal year.

DISTRIBUTION OF APPEALS AND DECISIONS BY MONTH AND BY REGION

MONTH	ST. JOHN'S REGION	DECISION		EASTERN REGION	DECISION		CENTRAL REGION	DECISION		WESTERN REGION	DECISION		PROVINCIAL TOTALS
		UPHELD	OVERTURNED		UPHELD	OVERTURNED		UPHELD	OVERTURNED		UPHELD	OVERTURNED	
APRIL	0	0	0	0	0	0	0	0	0	14	9	5	14
MAY	0	0	0	0	0	0	0	0	0	7	4	3	7
JUNE	12	3	9	0	0	0	12	7	5	0	0	0	24
JULY	0	0	0	8	6	2	0	0	0	0	0	0	8
AUGUST	13	8	5	0	0	0	0	0	0	7	4	3	20
SEPTEMBER	0	0	0	0	0	0	7	5	2	0	0	0	7
OCTOBER	10	5	5	5	4	1	0	0	0	11	2	9	26
NOVEMBER	0	0	0	0	0	0	13	10	3	0	0	0	13
DECEMBER	10	7	3	0	0	0	0	0	0	0	0	0	10
JANUARY	9	6	3	0	0	0	12	8	4	0	0	0	21
FEBRUARY	0	0	0	2	1	1	0	0	0	9	9	0	11
MARCH	9	9	0	0	0	0	7	3	4	0	0	0	16
TOTALS	63	38	25	15	11	4	51	33	18	48	28	20	177

REGIONAL OPERATIONS

Regional Operations is the organizational branch responsible for planning, coordinating and directing the implementation and delivery of all the Department's programs throughout the province.

Incorporated into Regional Operations is responsibility for:

(a) Ensuring that services are provided throughout the province in a manner consistent with the intent of policy and legislation;

(b) Evaluating the effectiveness of services provided and assessing the need for additional services;

(c) Ensuring that services are provided in a manner consistent with the dignity and worth of the individual and with full regard for his rights and needs as a citizen.

(d) Directing field management personnel in terms of ways and means of facilitating service delivery;

(e) Establishing priorities, when necessary, for regional and/or district office staff in attending to program matters; and

(f) Accountability for results.

Regional Operations, as indicated above, is responsible for providing the services of the Department to people in their own communities. This is accomplished through the five Regional Offices and the fifty-three District Offices which have been established at various centralized locations throughout Newfoundland and Labrador. A Regional Director is located in each of the five regions and he is accountable for the effective management of the region and the provision of services. These five Regional Directors are directly responsible to the Assistant Deputy Minister (Finance & Regional Operations) for all aspects of program implementation and delivery.

STAFF

The total permanent staff complement of the Regional Operations Branch on 1990-03-31 was 512.

Staff - March 31, 1990

Administrative Assistant	1
Regional Director	5
Assistant Regional Director	9
District Managers	53
Social Worker Supervisor	18
Social Work Program Coordinator	17
Regional Psychologist	2
Social Worker	230
Child Management Specialist	21
Behaviour Management Specialist	17
Social Assistance Worker	46
Clerk IV	5
Clerk III	5
Clerk II	2

Clerk I	2
Clerk Stenographer III	3
Clerk Stenographer II	49
Clerk Typist III	1
Clerk Typist II	18
Clerk Typist I	2
Word Processing Equipment Operator I	2
Homemakers	4
	512

VISITS TO FIELD OFFICES

The Department's regional and district offices were visited during the year by the various Program Directors, the Assistant Deputy Ministers and the Deputy Minister. The visits to field offices have a two-fold purpose of improving communications and monitoring the effectiveness of services provided.

OFFICE ACCOMMODATIONS AND STAFF HOUSING

Office accommodations are provided for the fifty-three district offices and five regional offices by the Department of Works, Services and Transportation. During the past fiscal year, accommodation improvements were made to several offices, both regional and district, through relocation or by renovations and expansion to existing facilities.

STATISTICS

Statistics by region and district follow this report. For a provincial overview of the programs administered by the Department, reference should be made to the program reports.

TABLE I

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1990
ST. JOHN'S REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	COM-PUTER PAY	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTERS	TOTAL
St. John's East	325	1,172	195	64	134	171	82	158	0	31	2,324
St. John's Centre	1,851	1,416	68	86	27	126	66	127	0	31	3,788
St. John's West	694	1,934	325	109	107	156	250	191	0	16	3,842
Bell Island	218	296	154	6	79	3	45	7	0	1	827
Kelligrews	241	508	179	51	82	58	311	65	57	38	1,574
Paramuna	46	136	74	13	17	6	42	15	0	1	360
Children's Protection Services Unit	8	0	1440	0	0	0	0	0	0	0	1,448
TOTAL	3,383	5,512	2,435	327	446	518	796	555	57	92	14,115

TABLE II

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1990
EASTERN REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	CON-FIRED PAY	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
Arnold's Cove	20	58	61	18	26	6	58	4	0	1	232
Bay L'Argent	43	118	31	5	42	23	11	13	0	0	286
Bay Roberts	135	552	265	20	151	24	99	56	11	1	1,338
Bonavista	122	388	138	57	74	17	79	72	0	0	948
Clarenville	141	333	196	69	81	15	116	50	0	1	996
Grand Bank	54	114	93	16	44	28	48	19	0	1	417
Harbour Grace	152	635	160	38	97	31	66	41	9	2	1,238
Heart's Content	35	135	78	13	13	18	48	28	0	0	368
Marystown	285	378	153	44	93	25	56	65	0	3	1,012
Placentia	112	131	79	16	111	31	68	30	0	1	571
St. Mary's	161	84	75	9	21	24	31	29	0	0	436
Whitbourne	183	177	87	33	68	10	79	33	0	0	571
TOTAL	1,394	3,688	1,353	338	771	262	723	440	20	10	8,387

TABLE III

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1990
CENTRAL REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	COM-PUTER PAY	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
Baie Verte	77	116	136	69	55	4	39	23	0	0	519
Botwood	110	327	78	46	89	3	49	34	4	16	766
Fogo	39	70	36	21	28	5	27	5	0	0	231
Gambo	137	219	77	13	78	18	12	6	16	0	576
Gander	935	331	159	50	98	28	54	68	8	2	1,735
Glovertown	56	92	59	11	26	1	5	2	15	1	268
Grand Falls	271	608	109	110	159	51	186	59	0	4	1,638
Harbour Breton	75	101	39	0	58	8	32	9	8	0	330
Lewisporte	73	227	94	35	46	20	297	32	12	2	838
Millitown	38	46	62	52	36	3	10	8	0	1	256
Springdale	109	240	241	38	50	17	22	70	0	0	778
Twillingate	125	160	55	38	50	4	44	16	4	0	496
Wesleyville	67	93	70	2	17	6	32	18	0	0	305
TOTAL	2,103	2,640	1,296	485	790	168	809	350	67	28	8,736

TABLE IV

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1990
WESTERN REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	COM-PUTER PAY	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTERS	TOTAL
Bonne Bay	71	87	101	20	31	3	71	7	10	1	412
Burgeo	34	27	78	76	40	23	51	11	0	8	348
Channel	150	261	95	44	59	11	38	58	11	0	727
Corner Brook	338	802	388	126	81	43	95	106	15	8	2,012
Deer Lake	167	338	129	35	45	9	44	25	0	1	794
Eagles	23	38	71	7	34	7	197	12	0	0	389
Flower's Cove	28	29	14	24	35	0	19	4	0	2	155
Piccadilly	143	409	237	46	55	10	35	31	8	5	979
Port Saunders	23	39	48	54	24	2	74	2	0	0	266
St. Anthony	26	78	71	51	52	4	45	54	0	0	381
Stephenville	184	368	238	94	72	21	76	56	14	3	1,126
Stephenville Crossing	121	467	242	93	33	24	196	29	14	1	1,220
TOTAL	1,308	2,943	1,712	690	561	157	941	395	72	22	8,801

TABLE V

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1990
LABRADOR REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	COM-PUTER PAY	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
Cartwright	15	10	26	1	1	0	7	0	0	0	60
Davis Inlet	51	0	73	8	0	1	7	0	0	0	140
Forteau	21	24	31	3	0	1	11	2	0	0	93
Happy Valley	113	75	173	37	0	6	39	41	3	3	490
Hopedale	82	8	78	4	12	0	12	1	0	0	197
Mary's Harbour	42	32	44	7	0	0	11	23	0	0	159
Nain	112	12	88	3	6	0	0	1	2	1	225
Sheshatshiu	109	6	113	24	1	0	2	18	14	0	287
Wabush	30	27	115	52	1	3	2	19	0	5	254
TOTAL	575	194	741	139	21	11	91	105	19	9	1,905

FINANCE

As a result of a departmental reorganization, the Administration Division was restructured and its name has now been changed to the Finance Division. The mandate of the Finance Division is to provide financial and administrative services within the Department.

Major responsibilities of this Division are to:

- ensure financial and administrative management of the Department's operations are in accordance with approved Departmental and Government policies, procedures,and regulations and the Financial Administration Act.

- ensure that effective financial monitoring systems are in place in order that the Executive and management are able to regularly monitor and control revenues and expenditures throughout the year.

- coordinate the preparation of the Department's Annual Estimates.

- provide advice and consultation to the Executive and the Minister on the financial implications of ongoing and new programs to ensure compliance with legislation, cost-shared agreements and government policy.

- provide administrative services within the Department such as purchasing and records management.

- provide accounting services to ensure the timely processing of invoices and claiming of cost-shared expenditures as well as the preparation of accounting reports to facilitate the management of the Department.

The Division has a staff complement of twenty-four permanent positions and four temporary positions which work as a team to carry out the Division's mandate. The Division is organized into three sections which are Financial Services, Accounting Services and Administrative Services.

For the year ending March 31, 1990, the total current expenditure was $214,011,900. Related revenue totalled $91,220,400 which included $90,120,300 received from the Federal Government in connection with various cost-sharing agreements. A Summary of Expenditures by Object of Expenditure is indicated on the following page.

Salaries	$57,540,600
Employee Benefits	24,900
Transportation and Communications	2,907,000
Supplies	1,046,800
Professional Services	2,809,700
Purchased Services	958,300
Property, Furnishings & Equipment	187,500
Allowances and Assistance	143,696,900
Grants and Subsidies	4,823,700
Debt Expenses	16,400
*TOTAL EXPENDITURES	$214,011,900

*The amounts shown above may be subject to minor Public Accounts Adjustment.

HUMAN RESOURCES

The Division of Human Resources is responsible for the Departmental Payroll as well as a mandate to provide consultative services in the areas of labour relations, recruitment and selection, performance review, staff development and training and general personnel issues. During the past fiscal year, the Division also became responsible for Emergency Social Services.

During the fiscal year 1989-90, the Division continued to be very active in providing support to the Regions and the various Program Divisions in all areas of Human Resources and especially in Staff Development and Training.

The Division's activities are highlighted as follows:

BURSARY PROGRAM

A Bursary Program was developed to attract qualified social workers to remote areas of Labrador. A $5,000 bursary will now be made available yearly to two social work students completing their fifth year of the Bachelor of Social Work program, and who are willing to work for a certain period of time on the Coast of Labrador following graduation.

DEPARTMENTAL LIBRARY AND RESOURCE CENTRE

The Library circulated 1987 pieces of information to staff and community groups such as the Royal Newfoundland Constabulary, Royal Canadian Mounted Police, Memorial University, Janeway Hospital, School for the Deaf, and assisted in the development of workshop presentations for staff.

PROVINCIAL ORIENTATION

Provincial Orientation/In-Service for Social Workers

Thirty social workers participated in this eight day training, providing an overview of all departmental programs and services.

Sexual Abuse Training

In conjunction with the Child Welfare Division a new program of Sexual Abuse Training was developed. Fifteen social workers were given training to enable them to facilitate workshops for other child welfare staff. A new Learning Manual in Child Sexual Abuse Investigations was developed as part of this program. Eighty child welfare staff received a one week intensive training program in Gander in November, and an additional five day session was coordinated in conjunction with the St. John's Region in February.

Labour Relations Training

A total of four two-day workshops were offered to senior regional and program staff, and managers in the St. John's region.

Social Assistance Training Workshop

The final session in a series of five workshops was offered in the Labrador region in June.

Secure Custody/Remand Training

In conjunction with the Youth Corrections, Secure Custody and Remand Services Division, three nine-day training sessions were offered to youth care workers and supervisors of the Whitbourne Youth Centre and the St. John's Youth Centre.

Stress Management

The Division, in conjunction with the Institute for Human Resource Development, offered a series of five stress management workshops for social workers. It is planned to offer these workshops on an on-going basis.

EMERGENCY SOCIAL SERVICES

During the fiscal year 1989-90, ten staff members attended a week long course at the Emergency Preparedness College in Arnprior, Ontario. The courses offered by this College are extremely beneficial in preparing our staff to respond to emergency situations and assisting in the setting up of emergency plans in their respective districts.

PAYROLL ADMINISTRATION

The Payroll and Personnel sections of the Division continues to play an important role and provide support to the Department by ensuring all payroll actions have been completed promptly and accurately. During the fiscal year, 3500 payroll action memos were processed in our Payroll section.

GENERAL PERSONNEL ISSUES

In the fiscal year, there were 156 requests for staff recruitment in the department; of this number eighty-nine permanent staff were recruited. During the past fiscal year, there were also twelve retirements, six staff received service recognition for twenty years of service and one staff member received recognition for twenty-five years of service.

Personnel issues of a priority nature during the fiscal year were recruitment, labour relations and all areas dealing with Departmental personnel and benefits.

STAFF

The Division of Human Resources has a staff complement of seven permanent staff and three temporary staff and is looking forward to Fiscal Year 1990-91 to meet the demands and priorities of the Department's Programs and Personnel.

INFORMATION SYSTEMS

The Information Systems Division experienced a very productive year in the 1989-90. In addition to the normal growth in the operation of computer systems, the department completed an Information Systems strategic Plan and initiated a Technological Architecture Study to prepare for the development of an integrated information system to replace the systems now in use in the department. Development was started on a new computer system for Young Offenders.

The Information Systems Strategic Plan was completed in November and outlined a need for an integrated computer system which would consist of twenty-two system components and a network of more than three hundred and fifty terminals. The system would replace existing obsolete systems and provide an effective tool for program delivery in the district offices and simple access to information for more effective program management. The plan would take from five to eight years to implement completely. As the first step in the implementation of the plan, a Technological Architecture Study was commenced in January with the cooperation of Treasury Board and NLCS. This study will be completed in June 1990 and will define the technology which will be needed to develop the systems presented in the strategic plan.

The Young Offenders Information System is being developed for the Youth Corrections Division. The system will handle client registration, case management and record keeping for young offenders throughout their involvement with the department.

The operation of the existing computer system for the delivery of Social Assistance proceeded normally throughout the year. Several district offices were added to the on-line computer network and plans have been made to expand the network significantly in the next fiscal year. The demand for computer support in district offices has been growing constantly and the division will continue to provide as wide a base of support as possible supplemented with staff training in the effective use of the computer systems.

INTERNAL AUDIT

During the 1989/90 fiscal year, the number of staff in the Division increased from ten to eleven with the addition of one permanent Senior Departmental Audit Officer position. At the end of the fiscal year, the staff complement for the Division consisted of a permanent staff of the Director, two Senior Departmental Audit Officers, and one Departmental Audit Officer; and a temporary staff of four Departmental Audit Officers, two Assistant Audit Officers (Co-op Business Students) and one Word Processing Equipment Operator.

It is the responsibility of the Internal Audit Division, under the direction of the Director, to perform audits to achieve the following objectives:

1. To ensure that the various Departmental Programs, specifically Social Assistance, Child Welfare, Employment Opportunities, Developmental and Rehabilitative Services, Day Care and Homemaker Services, and Youth Corrections are being administered in accordance with Department Policy and Procedure, Relevant Acts and Regulations, and accepted accounting practices and techniques.

2. To ensure that proper accounting practices and techniques are used to adequately account for Departmental assets and expenditures.

3. To ensure that adequate accounting/management systems are in place so as to provide management with accurate and reliable information.

4. To ensure that Policy and Procedure guidelines of the Department and any relevant outside agency are adequate in addressing the areas of accountability and control.

5. To determine that funds provided to the Department are being utilized in accordance with the approved budget activities and that the funds are being used in an efficient and effective manner.

6. To analyze audit findings and recommend, where necessary, improved methods and concepts for the improvement of various phases of Department operations.

During 1989/90, there were a total of forty-four projects completed by the Division. These projects consisted of thirty-four District Office audits, three special reviews, three research projects, two systems reviews, and two program reviews.

The Internal Audit Division has grown in size with 1989/90 being the first complete year of being able to avail of the temporary staff assigned to the Division. Thus, the internal audit capability of the department has increased substantially and the mandate of the Division has broadened to include financial systems, program and expenditure reviews. District Office audits are now being completed with more regularity with emphasis being placed on individual program reviews. This was particularly true for the Social Assistance and Employment Opportunities Programs for 1989/90 fiscal year. It should also be noted that the Internal Audit Division is a resource Division of the Department and is available upon request to perform audit-related assignments for any branch of the Department.

PLANNING & RESEARCH

The Office of Planning and Research was created in June 1973, primarily to assist Senior Headquarters staff in their planning activities and to provide the Department with a research and analysis capability.

The major activities in the area of Planning and Research are outlined as follows:

- Initiates and/or responds to the need to conduct research, evaluation or study into relevant programs/policies, in collaboration with other departmental divisions.

- Completed a report (with respect to the Impact of Oil Development on Social Serives which outlined proposed action steps and strategies which could be utilized in addressing the impacts.

- Coordinates and participates in the compilation of multi-item Briefing Books/material pertaining to Federal-Provincial and Inter-Provincial meetings of Ministers and Deputy Ministers.

- Works on, and contributes to, Federal-Provincial and Inter-Provincial Task Forces, Study Groups and Projects.

- Evaluated the Employment Enhancement Program which resulted in the finalization of a first report, and the submission of a second report in draft form.

- Participated on, and provided direction to, a number of Departmental Research Committees, as well as a number of Interdepartmental Planning and Research Committees.

- Collected, analyzed and organized information at the request of members of the Department's executive and other staff of the Department.

- Responded to requests from other government departments, universities, private and voluntary agencies, and the community for information, analyses and advice. Financial support is provided to, and liaison is maintained with Social Planning Councils.

- Has responsibility for the completion of the Annual Report of the Department.

ENQUIRIES

The responsibility for providing information to any enquirers who write, visit or telephone the Headquarters Division of the Department of Social Services rests with the Director of Enquiries. The services of this Division are widely used by recipients of services from this Department and third party enquirers. This Division is used on a regular basis by elected Members of the House of Assembly and the House of Commons whose constituents may call upon them to investigate a concern they may have regarding the amount of Social Assistance they receive. Problems are resolved in the Enquiries Division by providing information pertaining to policy or by explaining the action that has been, or will be, taken by the Department.

The following table represents the volume and the type of work performed in the Division during the fiscal year April 1, 1989, to March 31, 1990, as compared to the previous fiscal year.

TABLE 1

	Correspondence Responded To: 88/89	89/90	Telephone Inquiries Actioned 88/89	89/90	Interviews 88/89	89/90	Total Actioned 88/89	89/90	General Enquiries to the Division 88/89	89/90	Grand Total 88/89	89/90
APRIL	54	36	157	166	16	15	227	197	-	983	-	1180
MAY	72	91	135	174	24	16	231	281	-	1055	-	1336
JUNE	77	63	173	182	13	6	263	253	-	734	-	987
JULY	165	59	136	133	3	17	284	209	-	751	-	960
AUGUST	59	78	144	170	14	24	217	272	-	1138	-	1410
SEPTEMBER	85	63	178	207	20	16	283	286	-	1344	-	1630
OCTOBER	60	60	151	156	16	16	227	232	-	941	-	1173
NOVEMBER	140	66	186	120	13	8	339	195	-	600	-	795
DECEMBER	82	61	105	91	10	4	197	156	-	790	-	946
JANUARY	109	59	131	163	0	0	240	230	-	901	-	1131
FEBRUARY	62	111	144	151	10	6	216	268	-	1257	-	1525
MARCH	30	66	170	240	21	6	221	310	-	1246	-	1556
TOTAL:	955	753	1810	1960	160	144	2933	2857	-	11,868	-	14,785